# cut 12.mp4

**Xueqing:** [00:07:34] Thanks for shopping with the system. And then we can move to the discussion about your experience. First, could you share with me your general openings regarding this system?

**Participant 12:** [00:07:49] Well, the chip is on the bottom. And when I want to fill it more, it's impossible to have that. In general.It's nice looking. And. I thought it was more friendly for the shopper.

**Xueqing:** [00:08:36] It's friendly or not friendly?

**Participant 12:** [00:08:38] No, not. Not that friendly in using the system. Yeah, but it looks. It looks nice.

**Xueqing:** [00:08:46] Why do you think it's nice?

**Participant 12:** [00:08:48] Well, it has. You have pictures of the product and it's nice arranged and. Well, you can. You don't. To have it turned upside down or something like that.But then using the screen and then interacting, That's difficult.

**Xueqing:** [00:09:25] Yeah. Well, why do you think it's difficult? Or which part do you think it's difficult? Um.

**Participant 12:** [00:09:40] You have to to look at the system and also on the screen. And it's not friendly enough for me. When you and you put this jar to read. Well, first I tried that and then I have to put the bottom to it. And when I want to fill it up, well, I have to close it. And then also again, I don't try that, but I think that will be the trick to to to fill it more. And that's not friendly.

**Xueqing:** [00:10:34] But actually, you don't need to have it again. You can feel another push through. But it doesn't work.nYou tried?

**Participant 12:** [00:10:43] I tried it two times. Yeah. Now, every this one, I try it first, then I try it. And also that one. But it didn't work. And this one, I got another cookie. Just one. It was in the system.

**Xueqing:** [00:11:09] So maybe the products are stucked inside. So you see there is a lever, the metal. You need to shake that one to help the product.

**Participant 12:** [00:11:19] Uh, well, that's another thing. It doesn't show on the screen. Yeah. To to help to do you want to fill more then you have to push the lever. Yeah. And it's difficult to, it's the same colour, it doesn't have a feeling with, with black paint or.

**Xueqing:** [00:11:48] Oh it's the one below the.

**Participant 12:** [00:11:52] Yeah I know. It's very difficult to read.

**Xueqing:** [00:11:58] No, no I'm sorry. That's why it's the one on the board.

**Participant 12:** [00:12:04] Okay, okay.Oh this is only ah. First I was distracted by the.

**Xueqing:** [00:12:17] That one is a logo of the company.

**Participant 12:** [00:12:23] Okay. Okay. Okay. Not pouring. Shake it using the lever. Okay. But now it is also. Okay. That's the reason why I expect it. Just that it works also only with pushing the button.

**Xueqing:** [00:12:56] And if you could use three words to describe the system. What would you say?.

**Participant 12:** [00:13:18] Um. Well, it's. It's nice to try.

**Xueqing:** [00:13:34] Yeah. Why nice to try？

**Participant 12:** [00:13:39] Uh, it's challenging. And I think we'll, uh. Uh, uh, many, uh, shoppers, especially the more, uh, the older ones will have problems to use it. Uh, and I think that, um, the younger ones also have difficulties with it pouring more of the product. But. I stick to that. Well nice try and challenging. And. And I want to. To say it's promising. Promising, promising. Yes. Yeah. I will put that also.

**Xueqing:** [00:14:43] Why do you think it's a promising.

**Participant 12:** [00:14:47] Well, I think people want to to to reuse containers and refills. I think they will. They are ready for it.

**Xueqing:** [00:15:06] Okay. Yeah. How how do you feel concerning the two solutions that you just experienced? One solution is to use a cup provided by the system. Let me walk up and another one is to use your own container to fill the. Product. How do you feel about the both?

**Participant 12:** [00:15:27] Yes, it's nice because but then you have to shop with a full bag with containers of your yourself and then get the refill. But also, when you have this one and there's no difference. But it's. Well, it's nice that you can use your own containers because you don't have to pour it out. But you don't use this also at home to pour it out. But maybe you do it.

**Xueqing:** [00:16:27] You mean perhaps someone will take it back home and pour it to another container?

**Participant 12:** [00:16:33] Then you have only two containers. Otherwise you have to fall all your products, you have all those containers also at home. Yeah. And when you have only have two different containers, then you have to pull it out. And when you use your own container, you don't have to pour it out. That's when you when you want to buy all those products. You have a six containers. You need six containers of your own.

**Xueqing:** [00:17:23] And how do you feel about bringing a lot of containers with you?

**Participant 12:** [00:17:29] Well, it's I have always empty bottles with me, but I put it in the reader. And then I got my disposable bag and. I have to think about that.

**Xueqing:** [00:18:02] Yeah. Yeah. And which solution you would prefer to use in your grocery shopping? Use your own container. Or use the one provided by the system.

**Participant 12:** [00:18:29] Well, also those stickers, you have to remove all those stickers. Also with this. But that's also not a difference.Do you have containers just for the product? When you bring your own container, it. It's always for the same. I think so. Always the same. Then you have more content. You need more containers. Otherwise you have to put off the sticker. Every time.

**Xueqing:** [00:19:38] Hmm. Yeah. Even you fill it with the same product, you will have labels.

**Participant 12:** [00:19:45] Every time you have to remove. And I think it will come out and use it more.

**Xueqing:** [00:20:23] How would you judge the different steps during your experience, such as your first glance ? How do you feel about it? First look.

**Participant 12:** [00:20:46] Tap here. Oh, it's tap. It's not connected to it. It didn't show on the on the screen. It was said that you have to tap with the container.

**Xueqing:** [00:21:07] Yeah. After you choose which container you use. And it will show you tap.

**Participant 12:** [00:21:15] Tap the container against the blue button. And not the one on the bottom.

**Xueqing:** [00:21:29] Yeah, it's the one on the bottom and you need to touch it. That one with the blue button on the shelf.

**Participant 12:** [00:21:39] Right. You can try that one. So that's enough.

**Xueqing:** [00:21:43] No, it's on the bottom. So touch with the chip. Yeah.

**Participant 12:** [00:21:52] I've got that. Uh, after some time. But it said, here, tap here. So do I. Tap it with my fingers? No, I tap it on the screen so that you have to use your container. Yeah, but it was shown that's enough. But with this one, the the the chip is near the bottom. And this one is when you tap here, it's just more room between the more distance between the blue button and, and the chip. But the chip is strong enough for that.

**Xueqing:** [00:22:46] No, not enough. You need to connect to them.

**Participant 12:** [00:22:49] You have to put it. Yeah. Yes, but it was not shown on the screen.

**Xueqing:** [00:22:54] Yeah. So a little bit difference on the screen. You say you can just like this. That's actually due to contact. Yeah. Okay. And how do you feel when you are learning how to use it through the instructions on the screen?

**Participant 12:** [00:23:14] Well, it took me some time to to understand what it was showing and how to use it, but. Okay. The first time. I push the button. Okay. I got to feel better. Use was ahead. Feel it more up. No, I was not able to diminish it.

**Xueqing:** [00:23:40] Yeah. You want to fill it up or. But it doesn't work.

**Participant 12:** [00:23:45] Yes. And it was not shown, uh, clearly on the on the screen. Not clear enough for me the first time.

**Xueqing:** [00:24:00] Yeah. Yeah. So normally when you push it and you can fill it. And we want to add more just to second push and push until it is filled up. But maybe sometimes it doesn't work, mostly as you expect. So, yeah. So how do you feel about when you couldn't fill it up?

**Participant 12:** [00:24:25] Well, I thought, well, do do I have to take another container to do the same and. But I stopped just by the confusion I made. It made me stop. Yes. I noticed that. Yeah.

**Xueqing:** [00:24:54] How do you feel when you are controlling the dispenser? is it's either difficult to control the amount. Just control the dispenser. How do you feel about that?

**Participant 12:** [00:25:10] Well, that's no problem. No, I. I said this one is too big for. It's no problem to hand over the container. And also my own container.

**Xueqing:** [00:25:35] Okay.

**Participant 12:** [00:25:40] This is measured by the by the opening of the how do you call it? The shape of the of the opening. And this one is also wide enough. And I think it's when you make it narrow, the product will not get in the container. It's wide enough I think. But when you put in bigger products. This will be a problem. And I didn't check the price.

**Xueqing:** [00:26:56] What are the positive elements coming to your mind regarding the system?

**Participant 12:** [00:27:17] Well, the containers are the same. That's a good point. Also the showing of the products in the big containers. Difficulty is taking this, putting it on the sticker because it's upside down. It comes out. I took it up and put it on and it is upside down, this one also. I don't know why。

**Xueqing:** [00:28:38] And the thing is a barcode perhaps on the left. So you directly stick it.

**Participant 12:** [00:28:45] I don't know how it's coming out of the printer. Is it coming out with the barcode first or the on the other side? I don't know.

**Xueqing:** [00:28:59] No, it's together. But the barcode is on the left, I think.

**Participant 12:** [00:29:03] From the left.

**Xueqing:** [00:29:03] Yeah, it's this direction to turn it.

**Participant 12:** [00:29:07] Oh, it's. It's coming out that way. Oh on the left. Yeah. Yeah. I think that's the reason. That's a negative.

**Xueqing:** [00:29:23] Okay. What are the other potential problems come to our mind?

**Participant 12:** [00:29:30] Well.You just have to be integrated in how to use it. The menu on the screen. Take off the litter. Well, I think some products, wasted products will be falling on the. And also here. You can clean it. And the jars. Maybe you need more jars and more room for storing jars.

**Xueqing:** [00:31:42] Okay. And how would you evaluate the system in terms of the hygiene?

**Participant 12:** [00:31:49] Well. Maybe this will also need the same material.

**Xueqing:** [00:32:06] What do you think? That should be the same material.

**Participant 12:** [00:32:09] This is wood. And you can clean it. It's difficult to clean this surface. The surface is more. Well, It's nice. Otherwise. It's just like that, you have to look for the jars. Also wasted products will be on the jars, and it shows just some waste.

**Xueqing:** [00:33:12] Okay. And to what extent would you use this system if this one is available in our market? Would you use it or you need to consider about it?

**Participant 12:** [00:33:28] I will use it. Because I want to spare some material.

**Xueqing:** [00:33:46] Yeah. Okay then, because today we only provide you with six products as examples, but actually there are a lot of other product categories or the options. This system can also offer the reusable packaging. So now we will discuss what kind of products will do. Fine. This system is useful.

**Participant 12:** [00:34:16] Uh, this. Yeah. Only dry products?

**Xueqing:** [00:34:22] It can be any kind of product, even the non-food product.

**Participant 12:** [00:34:27] Hmm. Like?

**Xueqing:** [00:34:30] Like some liquid, as you said. Some detergent liquid. Just share with me what in your mind.

**Participant 12:** [00:34:45] Yeah, well, when you are cleaning your home, you need gloss x for the windows and I buy glassex every time it is, it's a little container with a handle and when it's empty, you buy another one to filled. But every time I have a shelf full Of those containers with handles. And I thought that was it. No, you pay for it and you can reuse it. Why? Why? Why I want to buy one with the handle and a big jar to refill it till it's not working anymore. And then I buy a new one. Yeah. So that's. That's a nice concept.

**Xueqing:** [00:36:05] So what do you think this system could provide you with the product. You mentioned the one with the handle. Do you think that product is suitable in this system?

**Participant 12:** [00:36:17] Yeah. glassex. You pull it out, but. Well, this is really minimized and it's liquid. But you can, you can use it all the same for liquid. Yeah, I think. And when you have sticky products, it will be a problem. Because it had to pour down from the container and also. Go all the way down to your jar, and then you have a surface on which the sticky product will be. And after a while, it's not pouring out anymore with liquid. I don't think so.

**Xueqing:** [00:37:30] And do you think that this system offers benefits for environment? What kind of benefits come to your mind?

**Participant 12:** [00:37:39] Well, you don't have to throw your empty contenders away. Because every package has a container. And what do you do with the container when it's empty? Yeah. When you buy beer, you can bring it back and you get paid for. You can get your payment back. And then and otherwise you put it in. The flashback. Yeah. Flashback is the. You put in your bottles that don't have any. It's reused for new glass recycling.

**Xueqing:** [00:38:46] Yeah. Large trash bin for the glass.And for which products do you think this system will offer the greatest environmental benefits?

**Participant 12:** [00:39:22] These products when you buy it in plastic. Yeah, this one is in. And in the paper box and inside always with the paperbag. This one also. It can also be that sometimes I see it with a plastic. So you don't need any more plastic. And you don't have to recycle it.

**Xueqing:** [00:40:18] And how many times do you imagine that you will use the cup before you return it all? Before you throw it, replace it.

**Participant 12:** [00:40:31] I think it had to do with. When you use this container for several products, after a while, you have to clean it. Yeah. Yeah. When you use your own container, this will always be filled with the same product. So when it's. When it's the dry product, you don't have to clean it more. Often when you only use one container. Well, after a while. I think people say, well, I have to clean it. I better give it back.

**Xueqing:** [00:41:28] Yes. Okay. And also, as you can imagine, after several reuse cycles, there might be some scratches on the surface of the jar. How do you feel about that?

**Participant 12:** [00:41:45] Well, It doesn't get scratches easily. This one gets scratches. Easily. And after a while you have. You can't see in through. So. Yeah. Because of the scratches. Yeah.

**Xueqing:** [00:42:20] Yes. And sometimes maybe the scratches are not made by yourself, but made by the other consumers, because this cup is reused by the others how do you feel about it?

**Participant 12:** [00:42:37] I think they will test the cleanness of the jars and then put it in the disposal. But. Yeah.

**Xueqing:** [00:42:57] Would that be a contaminated issue for you?

**Participant 12:** [00:43:07] Uh, yes, I think I will look at the container and say, okay, there's one I will use because the new one or and they they have the same problem with refurbished IT products. Yeah. It get it's getting a classification and then you can choose one refurbished, one class A or B or C. And also with containers.

**Xueqing:** [00:43:52] And now we are almost done. Do you have any thoughts or ideas or anything you want to add.

**Participant 12:** [00:43:59] To improve it?

**Xueqing:** [00:44:01] It could be to improve it or some suggestions, some concerns of it. Anything you want.

**Participant 12:** [00:44:11] Well, I give you some. The printed sticker. I want it the other way because I'm right handed, so I use my left hand and also other persons also use the left hand to put on the sticker so I can pull it out. So you you put it that way on the other. I wanted mirrored the other side. Well, this one I showed you that it was not working with my knuckles. Oh, yeah. I only had to use it several times. So this is not look nice. I'm a technical person. Oh, okay. You can check it.

**Participant 12:** [00:46:58] Well, this button. I think it needs an explanation. What you have to tap. Otherwise you only have to look. Just have to look at the screen and then you look so. And then the screen changes and your. That's not nice.

**Xueqing:** [00:47:30] It's a good point.

**Participant 12:** [00:47:31] Yeah. Maybe a picture of of the of the container here and then. It's difficult, but I think it needs explanation.

**Xueqing:** [00:47:57] Thanks for sharing your time and thoughts with me. Glad that conversation with you. Yeah, so we still have the follow up and you can take back the small cup with the coconut cookies back home and you can use it as you normally do at home. This one. Yeah, enjoyed it. And after several days, I will call you back at the timeslot you choose and just discuss about how the how your using experience at home and how you store it, how you clean it and how you. Yes, it's. Okay. And can also take back the crackers as just several pieces.

**Participant 12:** [00:48:51] I think I have to put it in.Oh, well.

**Xueqing:** [00:49:00] This is our thanks letter.Thank for your contribution today. Yeah. Okay. And I will also send you the email with the information about the follow up time slots and little instructions.

**Participant 12:** [00:49:18] Okay. Then I will see this apparatus.

**Xueqing:** [00:49:32] I think maybe next year.

**Participant 12:** [00:49:35] Hopefully, yeah.

**Participant 12:** [00:49:37] This one is from the Czech Republic, and they already launched this system in their supermarket. Hopefully it will come to the Netherlands next year.

**Xueqing:** [00:50:21]

**Participant 12:** [00:50:29]

**Xueqing:** [00:50:30]