

**gentech**

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**Van:** ServiceNow EFSA <ServiceDesk@efsa.europa.eu>  
**Verzonden:** maandag 28 mei 2018 07:55  
**Aan:** miep@gentechvrij.nl  
**Onderwerp:** A new case has been registered - Case ID TK00065115

Dear User,

Thank you for contacting EFSA Service Desk. Your request shall be managed as soon as possible.  
You will soon receive an update with further information.

**Ticket ID:** TK00065115  
**Status:** New  
**Request Type:** EMAIL TICKET  
**Request Registered:** 2018-05-28 07:54:29 CEST  
**Description:** wrong data

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Comments:

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**2018-05-28 07:54:29 CEST - Miep** Additional comments  
received from: miep@gentechvrij.nl

L.S.,

Wrong data re: "Question documents" .  
<http://registerofquestions.efsa.europa.eu/roqFrontend/questionLoader?question=EFSA-Q-2018-00311> The first, second and 7th item refers to cotton not maize.

Link to EFSA website doesn't work  
<http://www.efsa.europa.eu/en/supporting/pub/1425e> (page <javascript:;> Science Details). Last Updated:24/05/2018

Regards,

Miep Bos, woordvoester van de Gentechvrije Burgers, Europees Consumentenplatform. (spokeswoman of The European GMO-free Citizens).

Lelystad

<<http://www.gentechvrij.nl/>> [www.gentechvrij.nl](http://www.gentechvrij.nl)

**gentech**

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**Van:** ServiceNow EFSA <ServiceDesk@efsa.europa.eu>  
**Verzonden:** maandag 28 mei 2018 08:42  
**Aan:** miep@gentechvrij.nl  
**Onderwerp:** Your case has been taken in charge - Case ID: TK00065115

Dear User,

We would like to inform you that your ticket is being managed based on the associated priority.

**Ticket ID:** TK00065115  
**Status:** Work In Progress  
**Request Type:** INCIDENT  
**Registration Date:** 2018-05-28 07:54:29 CEST  
**Subject:** wrong data  
**Notes:**

Please be informed that your case has been considered as a performance degradation of the service (INCIDENT) with Priority: Low.

The expected resolution time is:

**Priority SLA**

Critical: 4 Business Hours

Urgent: 4 Business Hours

Normal: 1 Business Day

Low: 5 Business Days

Kind regards,

EFSA Service Desk  
+39 0521 036 123  
[ServiceDesk@efsa.europa.eu](mailto:ServiceDesk@efsa.europa.eu)

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This is an automated e-mail from the EFSA Service Desk about your request.

Should you wish to add further information to your ticket, please reply to this e-mail keeping the Ticket ID in the subject line.

Ref:MSG0397332