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## Stockout / Issue Notice System

### Guide for DTU Laboratory Technicians and Clinicians

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#### 1. Functionality

As a laboratory technician or clinician at a participating DTU, you can notify NTRL of any relevant laboratory supply stockouts, or any other issues relating to EQA, TSRS, or the NTRL RapidSMS System.

#### 2. Sending notices

To send a notice to NTRL, send an SMS with the keyword **NOTICE** followed by the issue / stockout you are reporting.

##### EXAMPLES:

**notice our ZN stain is finished**

**notice we have only 50 slides remaining**

**notice we are unable to register new tsrs specimens**

**notice our slides have not been sampled for eqa**



##### Important Notes:

- Only registered DTU clinicians or laboratory technicians can send notices.
- After sending a notice, you should receive a response from NTRL within 48 hours.