

HIWU FAQ:

Results Management



How do I contact results management for my results?

Please reach out to HIWU Results Management at results@hiwu.org.

What are the operating hours of HIWU Results Management?

HIWU Results Management is available Monday – Friday during standard business hours.

Are results reported on holidays ?

HIWU is closed during holidays. Results Management aims to report all results received prior to a holiday. If a result comes in after standard business hours or on a holiday, Results Management will report all results the following business day.

How long will my Post-Race or TCO2 results take to come back?

Laboratories have 10 business days to process and report negative Post-Race or TCO2 results once received at the laboratory. Once the labs report the negative result(s) to HIWU, Results Management has three business days to review and report the results to the appropriate parties.

Will HIWU Results Management release my purse money?

The release of purses is at the discretion of local entities and are not within HIWU's jurisdiction.

How long will my Vets' List results take to come back?

Laboratories have five business days to process and report negative Vet's' List results once received at the laboratory. Once the labs provide the negative result(s), Results Management will review and report the results to the appropriate parties as quickly as possible.