

Texas Lottery® Retailer Support

October 8, 2026

Frequently Asked Questions: Closing Games

What is a Pre-Call notice for Closing games?

The public is provided a 30-day notice before the Call Date for any game that is closing with unclaimed top prizes. Games in Pre-Call status may not be returned.

How do I know when a game is Pre-Called?

1. The terminal inventory report displays “P” for Pre-Called games and “C” for Called games.



GAME	PP	4 WK SET	ST	CON	ORD
0956	\$ 1	0	0	0	1
0959	\$ 1	0	0	1	1
1300	\$ 2	2	1	1	0
C1906	\$ 1	0	1	4	0
P1907	\$ 1	2	2	0	1
TOTAL		4	4	6	3

GAME	PRICE	POINT	SUMMARY
\$ 1	11		
\$ 2	2		

2. View games in Pre-Call, Called and Closing status on the website [Games Ending Soon](#) page.

- The page displays games closing with unclaimed top prizes and games closing with zero top prizes.
- The Game Close Analysis appears on each game's Web page below Game Procedures.
- The game's Web page features a Closing Soon starburst to indicate if the game has unclaimed top prizes.

3. The End of Game Notice includes Pre-Call dates and explanation.

4. A game in Pre-Call status immediately moves to Called if the last top prize is claimed.

5. The following disclaimer appears in numerous communications to players and retailers.

Game closing procedures may be initiated for documented business reasons. These games may have prizes unclaimed, including top prizes. Game closing procedures will be initiated when all top prizes have been claimed. During closing, games may be sold even after all top prizes have been claimed.

If you have questions, please call Texas Lottery Retailer Services at **800.375.6886**, Monday - Friday, 7:00 AM - 5:30 PM CT or email Retailer.WebHelp@lottery.state.tx.us.

The official online source for Texas Lottery game rules and information is texaslottery.com.



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AND VETERANS