

# Texas Lottery® Retailer Support

February 5, 2016

## Frequently Asked Questions – Closing Games

### What is a Pre-Call Notice for Closing Games?

The public is provided a 30-day notice prior to the Call Date for any game that is closing with unclaimed top prizes. Lottery Sales Representatives (LSR) will not pick up games that are in Pre-Call status.

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

1. The terminal inventory report will show a “P” for all games in Pre-Call status. Called games will show a “C”.

GAME	PP	4 WK SET	UNIT	CON	ORD
0986	\$ 1	0	0	0	1
0988	\$ 1	0	0	1	1
1500	\$ 2	2	1	1	0
C1505	\$ 1	0	1	4	0
P1507	\$ 1	2	2	0	1
TOTAL		4	4	6	3

  

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

2. The Texas Lottery website [texaslottery.com](http://texaslottery.com) has a *Games Ending Soon* section that includes games in Pre-Call, Called and Closing status.
3. The *Game Close Analysis* is published on each game’s individual Web page below the *Game Procedures*.
4. The *End of Game Notice* flyer includes a column for Pre-Call dates and an explanation of Pre-Call.
5. On the closing game’s individual page of our website, the *Closing Soon* starburst indicates if the game has unclaimed top prizes or not.
6. The *Closing Soon* page displays closing games in two categories: game closing with unclaimed top prizes and games closing with zero top prizes.
7. Any game in Pre-Call status immediately moves to Called status if the last top prize is claimed.
8. The following disclaimer appears in numerous communications to players and retailers.

**NOTICE:** 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. For more current information about scratch games, visit [texaslottery.com/Scratch Tickets](http://texaslottery.com/Scratch Tickets).

For more information, contact Texas Lottery Retailer Services at [RetailerWebHelp@lottery.state.tx.us](mailto:RetailerWebHelp@lottery.state.tx.us) or **800-375-6886**. Our business hours are 7:00 a.m. to 5:30 p.m. Monday – Friday. Your lottery sales representative also may provide assistance.



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