

TEXAS LOTTERY® RETAILER SERVICES

800-375-6886

For licensing or accounting questions
7 a.m. to 5:30 p.m. Central Time
Monday through Friday
RetailerWebHelp@lottery.state.tx.us
texaslottery.com

IGT HOTLINE

800-458-0884

To report stolen or lost tickets,
for equipment problems,
to request additional training
or to order scratch tickets
24 hours/7 days a week

Effective 11/06/2022

TLC HEADQUARTERS



The Texas Lottery Headquarters, Austin Claim Center and Drawings Studio are located in the new George H. W. Bush Building east of the Bob Bullock Texas State History Museum as part of the expanded Texas Capitol Complex. Drawings for Texas-based games may be viewed from the lobby or outside the new building at the corner of 18th Street and Brazos Street or via live webcasts at texaslottery.com. Drawings are open for public viewing.

The day-to-day business of the Texas Lottery is governed by statutes enacted by the Texas Legislature and rules adopted by the TLC. Statutes and rules are available on the Texas Lottery® website at texaslottery.com under About Us/Legal Notices. If you would like a copy of the statutes or rules and do not have Internet access, you may request a copy by calling Retailer Services at **800-375-6886**.

Physical address:

Texas Lottery Commission
Retailer Services Dept.
1801 N Congress Ave
Austin, TX 78701

Mailing address:

Texas Lottery Commission
Retailer Services Dept.
P.O. Box 16660
Austin, TX 78761-6660



CLAIM CENTER LOCATIONS

ABILENE

209 S. Danville
Suite C-103
Abilene, TX 79605
(325) 698-3926

AMARILLO

7120 IH-40 West, Suite 110
Park West Office Centre
Amarillo, TX 79106
(806) 353-0478

AUSTIN

1801 N Congress Ave
Austin, TX 78701
(512) 344-5252

BEAUMONT

6444 Concord Rd.
Beaumont, TX 77708
(409) 347-0734

CORPUS CHRISTI

4639 Corona
Suite 19
Corpus Christi, TX 78411
(361) 853-4793

DALLAS

8700 N. Stemmons Freeway
Suite 140
Dallas, TX 75247
(214) 905-4912

EL PASO

401 East Franklin Avenue
Suite 150
El Paso, TX 79901
(915) 834-4920

FORT WORTH

4040 Fossil Creek Blvd.
Suite 102
Fort Worth, TX 76137
(817) 232-9478

HOUSTON

1919 N. Loop W.
Suite 100
Houston, TX 77008
(713) 869-6451

LAREDO

1202 Del Mar Blvd.
Suite 4
Laredo, TX 78045
(956) 727-8750

LUBBOCK

6202 Iola Ave Suite #900A
Lubbock, TX 79424
(806) 783-0602 - Main Line
(806) 783-0613 - Line 2

McALLEN

4501 West Business 83
Suite A2
McAllen, TX 78501
(956) 630-2278

ODESSA

4682 E. University
Suite 100
Odessa, TX 79762
(432) 550-6340

SAN ANTONIO

4243 Piedras Drive East
Suite 106
San Antonio, TX 78228
(210) 593-0210

TYLER

3800 Paluxy Drive
Suite 330
Tyler, TX 75703
(903) 509-9008

VICTORIA

2306 Leary Lane,
Suite 400
Victoria, TX 77901
(361) 573-4185

LOTTERY OPERATOR



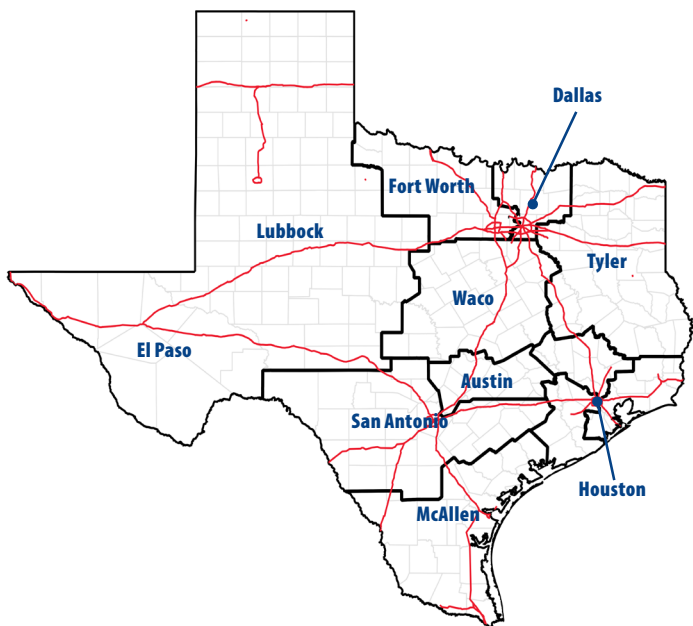
Although the TLC contracts with various vendors to perform some of the agency’s operational functions, the Commission maintains control over those functions to ensure they are performed in a way that guarantees the integrity of the lottery games.

IGT Solutions Corporation (IGT) is the lottery operator in Texas and is responsible for providing a scratch ticket game operating system; an online game operating system; a management operating system; scratch ticket warehousing, packing and distribution; lottery sales representatives (LSRs) and support staff; field service technicians (FSTs) who install and maintain lottery terminals; telecommunications; automated sales and validation equipment (terminals); and marketing assistance. In addition, IGT provides retailers with assistance in ticket ordering and processing, and a hotline support system.

The LSR is a key resource in the communication process. Your LSR will provide you with updated information, inventory review and merchandising support on regularly-scheduled visits to your store. Open communication with your LSR is very important to your success as a Texas Lottery® retailer.

The Texas Lottery is a dynamic business with new games, software and reports introduced frequently. We want to make sure you have access to all the training you need to stay current with our updates. At any time you may contact your LSR or IGT district office to schedule refresher training on a particular topic or full retailer training for you or new employees.

IGT DISTRICT MAP



**Call 888-568-8693 and
select from the options below.**

- Austin.....option 1
- Dallasoption 2
- El Paso.....option 3
- Fort Worthoption 2
- Houston.....option 4
- Lubbock.....option 5
- McAllen.....option 6
- San Antonio.....option 7
- Tyleroption 8
- Wacooption 9

24-hour Hotline 800-458-0884

Contact your IGT district office to schedule refresher training for any employee.

