What Happens When an Outlet Is Archived

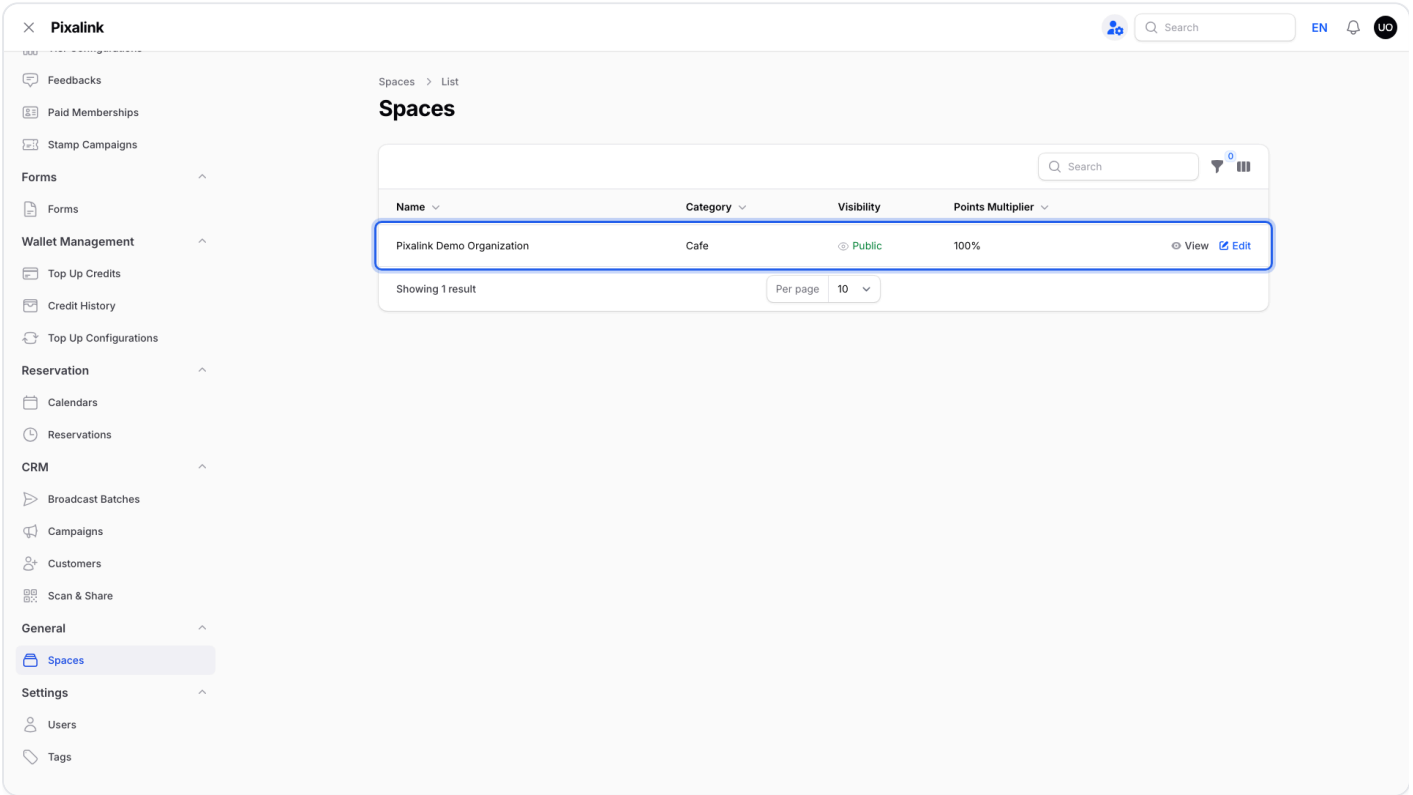
What Is This?

When a branch closes, Pixalink can archive its outlet for you. Your customers keep their points and history, and the archived outlet stops counting toward your plan's outlet limit. That frees a place for a new outlet.

How It Works

Who archives it. Your admin panel has no Delete or Archive button for outlets. Only Pixalink staff can archive one, so ask support. An outlet with an active access key, such as a POS key, can't be archived until the key is revoked. Archiving it would silently break that connection.

Your outlet limit. Your plan allows a set number of outlets. When you reach it, the **New space** button disappears from the **Spaces** page. Archived outlets don't count, so the button comes back after support archives one.



*This business is at its limit: the outlet row has only **View** and **Edit**, and there's no **New space** button at the top right.*

What changes after archiving:

- The outlet leaves your **Spaces** list.
- Its customer portal pages, QR code and booking pages stop working. Old booking confirmation links no longer show the booking.
- Its News Feed posts leave your **News Feeds** list, and you can't pick the outlet for new posts.

What stays:

- Customers, with their points, credits and history.
- Vouchers customers already hold. Pixalink doesn't cancel them, and customers can still open the ones they claimed.

Real-Life Example

Wei Lin runs three bubble tea outlets, and her plan allows three. She closed her SS2 branch and wants to open one in Bangsar. On the **Spaces** page, the **New space** button is gone. She asks Pixalink support to archive the SS2 outlet. Once it's archived, the button comes back and she adds Bangsar. Her SS2 regulars keep their points and use them at her other outlets.

Good to Know

> **Warning**
>
> Before you ask, move any News Feed post you want to keep. Open it in **Loyalty Program → News Feeds** and pick another outlet in **Space**.

- If you don't see the **Space** field on a News Feed post, your portal is shared by the whole business. Mention this when you contact support.
- Give customers the QR code of an outlet that is still open, so they don't scan the old one.
- Keep an outlet instead of archiving it if its portal link is printed somewhere customers still use.

Need Help?

Archiving and restoring outlets aren't in your admin panel. Contact Pixalink support with the outlet's name, and say whether a POS is connected to it. Ask support too if you need an archived outlet back.

What's Next?

- How to Create a Space (https://kb.pixalink.io/articles/how-to-create-a-space)
- Understanding Spaces — What They Are and When to Use Them (https://kb.pixalink.io/articles/understanding-spaces-what-they-are-and-when-to-use-them)
- Manage Your Portal Content: News Feeds and Announcements (https://kb.pixalink.io/articles/manage-your-portal-content-news-feeds-and-announcements)