Welcome to
Q⁺ Payment App

Payment App

User Guide for easy access

Download, register and use for all your payment needs

Table of Content

Payment App

Download
Q⁺ Payment App

Q⁺ Payment App

Q⁺ Payment App is the first Quick Response (QR) based payment App introduced under LANKAQR, the national QR standard for QR based payments in local currency which was introduced by the Central Bank of Sri Lanka.
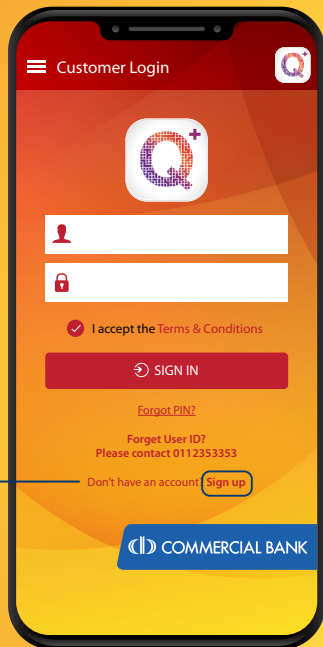
Welcome to "Q⁺ Payment App"

Q⁺ Payment App has been developed based on EMV Co QR standards, ensuring interoperability and facilitating QR transactions worldwide. The ComBank Cards can be registered in the Q⁺ Payment App to do mobile-based payment transactions. You can make payments using the App by selecting any card you have added to the App. You can also use the 'In-App Bill Payments' feature to make all kinds of payments such as Data reloads, PrePaid and Post-Paid Mobile bills, Fixed Telephone bills, Water and Electricity (CEB and LECO) bills, TV bills, Cards, Education, Insurance and Municipal Council Payments etc.

Use Q⁺ Payment App and enjoy the convenience of making payments, through your mobile
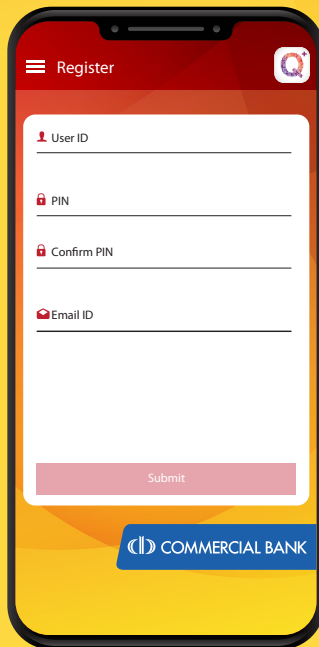
How to register to the App

Download the App from App Store or Google Play and follow these steps to get registered.
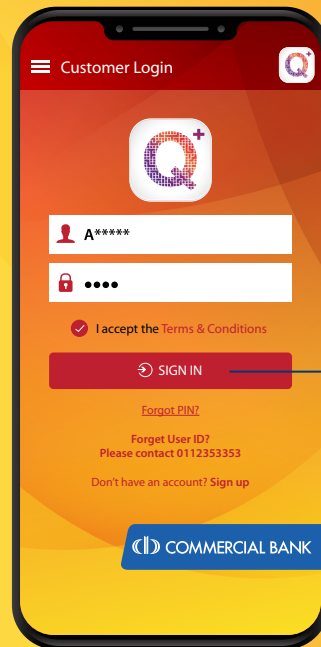
Payment App

Customer Login

I accept the Terms & Conditions

SIGN IN

Forgot PIN?

Forget User ID?
Please contact 0112353353

Don't have an account? **Sign up**

COMMERCIAL BANK

Register

User ID

PIN

Confirm PIN

Email ID

Submit

COMMERCIAL BANK

Customer Login

A*****

••••

I accept the Terms & Conditions

SIGN IN

Forgot PIN?

Forget User ID?
Please contact 0112353353

Don't have an account? **Sign up**

COMMERCIAL BANK

Step 01

Press on "Sign up"
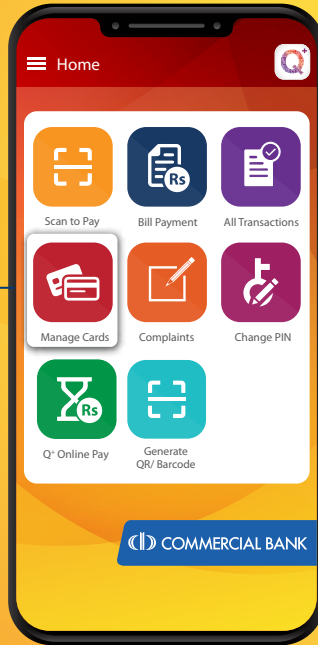
Step 02

Fill your details & submit

Step 03

Enter the user ID & PIN you have registered & press "Sign in"

How to add a card

Follow these steps to add a card to the App to make a payment.
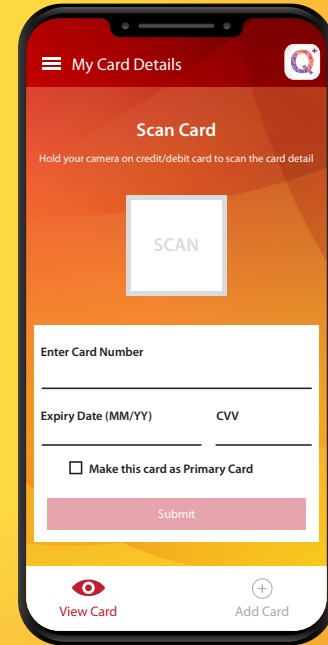You can add any ComBank Credit, Debit or Pre-paid Card
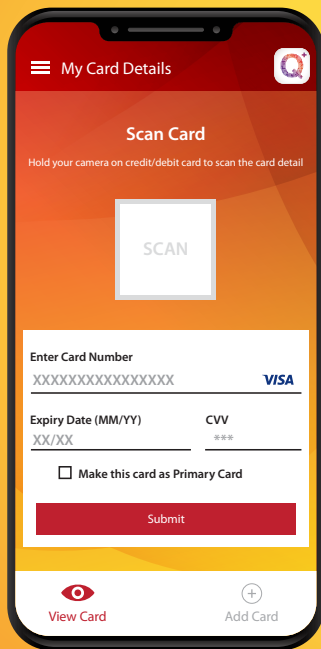

Payment App

Step 01

Select "Manage Card" option

Step 02

Press "Add Card"

Step 03

Scan the card or
Enter the card details

How to add a card cont...

Payment App
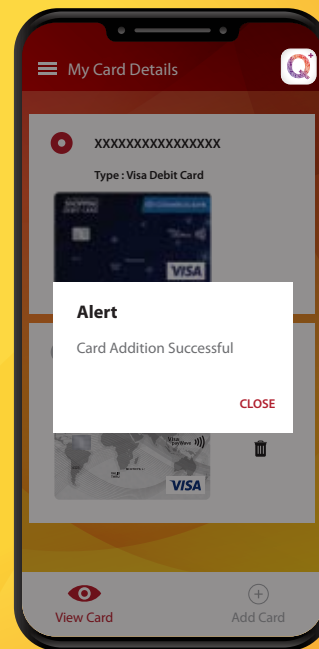

Step 04

Press Submit
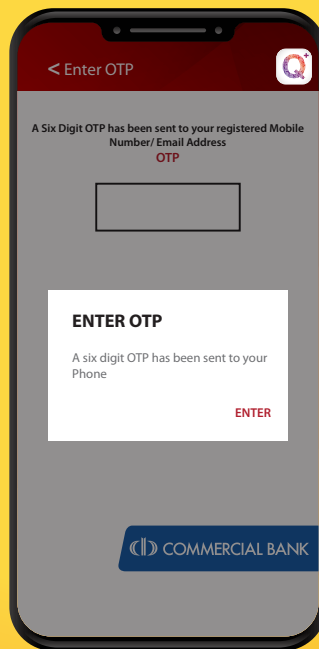
Step 05

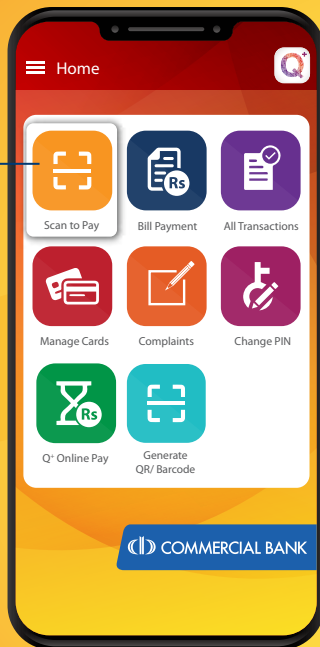Enter the OTP sent to your mobile

Step 06

Card addition successful

How to make a "Scan & Pay" transaction

Follow these steps to make a "Scan & Pay" QR transaction at Merchant's location or on a bill printed with a QR Code
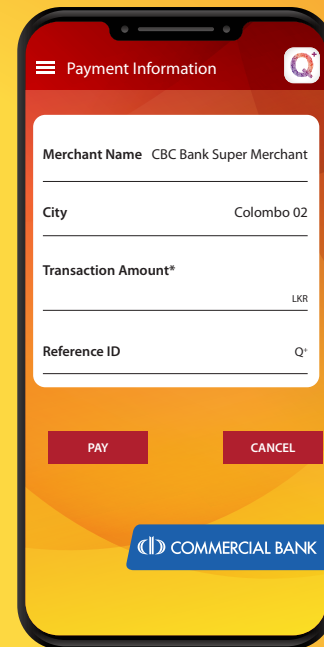
Q⁺ Payment App

Step 01

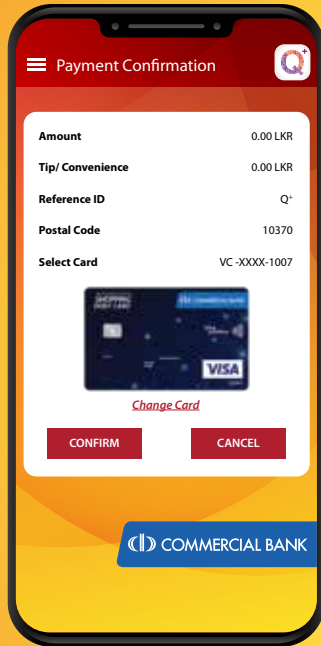| Home	Q⁺

Scan to Pay | **Bill Payment** | **All Transactions**

Manage Cards | **Complaints** | **Change PIN**

Q⁺ Online Pay | **Generate QR/ Barcode**

COMMERCIAL BANK

Select "Scan & Pay" option

Step 02

Scan QR Code	Q⁺

Scan to Pay

Tap on the screen to active the camera and aim at the QR code

VISA · mastercard · American Express · lanka

Unable to Scan? *Click Here* to enter details Manually

COMMERCIAL BANK

⊞ Upload QR from Photo Gallery

Scan the QR Code using the App

Step 03

Payment Information	Q⁺

Merchant Name   CBC Bank Super Merchant

City   Colombo 02

Transaction Amount*
LKR

Reference ID   Q⁺

PAY | CANCEL

COMMERCIAL BANK

Enter the payment information

- 06 -

How to make a "Scan & Pay" transaction cont...

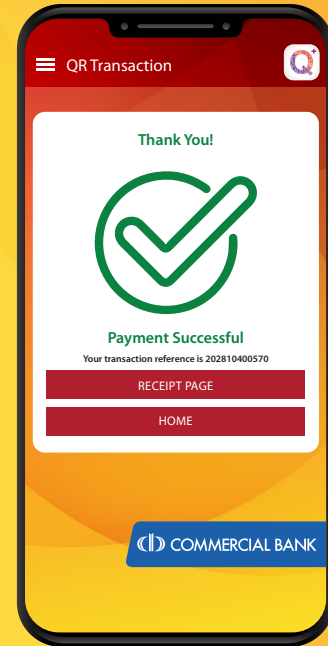**Payment App**

Step 04

Use the defaul card or change the card and confirm
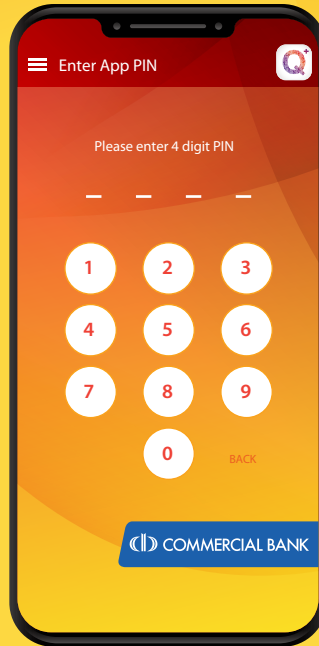
Step 05
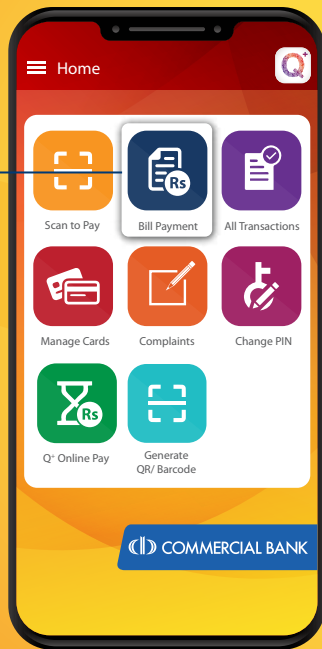
Enter your preset 4 digit PIN
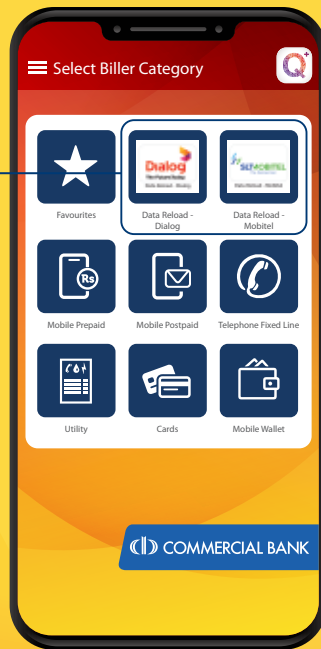
Step 06

Payment Successfull

How to make a Mobile Data Reload or Data Top-up

Follow these steps to make a Mobile **Data Reload** or **Data Top-up** via in-app bill payment option
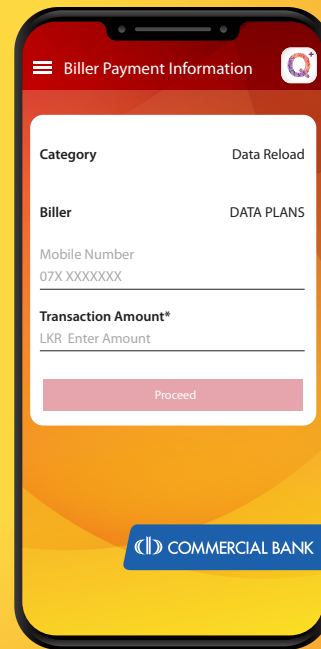
Q+ Payment App

Step 01

Home

- Scan to Pay
- Bill Payment
- All Transactions
- Manage Cards
- Complaints
- Change PIN
- Q+ Online Pay
- Generate QR/ Barcode

COMMERCIAL BANK

Select "Bill Payment" option

Step 02

Select Biller Category

- Favourites
- Data Reload - Dialog
- Data Reload - Mobitel
- Mobile Prepaid
- Mobile Postpaid
- Telephone Fixed Line
- Utility
- Cards
- Mobile Wallet

COMMERCIAL BANK

Select "Data Reload" icon

Step 03

Biller Payment Information

Category	Data Reload
Biller	DATA PLANS

Mobile Number
07X XXXXXXX

Transaction Amount*
LKR Enter Amount

Proceed

COMMERCIAL BANK

Enter the payment information

How to make a Mobile Data Reload or Data Top-up cont...

Payment App

Step 04

Biller Payment Details

Category	DATA RELOAD
Biller	DATA PLANS
Mobile Number	07XXXXXXXX
Transaction Amount	0.00 LKR
Select Card	VC -XXXX-1007
Biller Name	DATA PLANS
Biller City	COLOMBO 02

VISA

Change Card

CONFIRM   CANCEL

COMMERCIAL BANK

Use the default card or change the card and confirm

Step 05

Enter App PIN

Please enter 4 digit PIN

— — — —

1 2 3
4 5 6
7 8 9
0   BACK

COMMERCIAL BANK

Enter your preset 4 digit PIN

Step 06

Digital Receipt

Transaction ID	2028114000709
Date	Jan 28, 2022
Time	4:43 PM
Category	Data Reload
Biller	DATA PLANS
Mobile Number	07XXXXXXXX
Bill Amount	200.00LKR
Description	Success
Transaction Type	Bill Payment
Card No	XXXXXXXXXXXXXXXX

+ ADD TO FAVOURITE   🏠 HOME

COMMERCIAL BANK

View the Digital Receipt

How to make a Mobile Prepaid payment

Follow these steps to make a Mobile Prepaid payment via in-app bill payment option

Q+ Payment App

Step 01
Select "Mobile Prepaid" icon

Step 02
Select the service provider
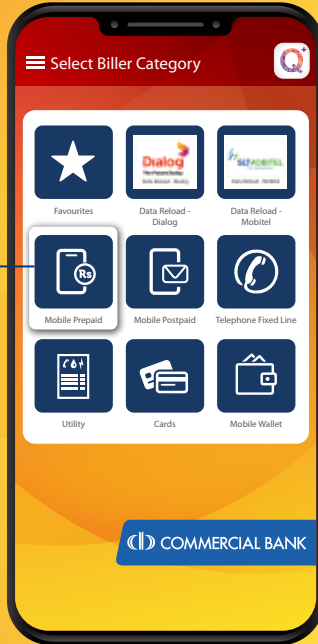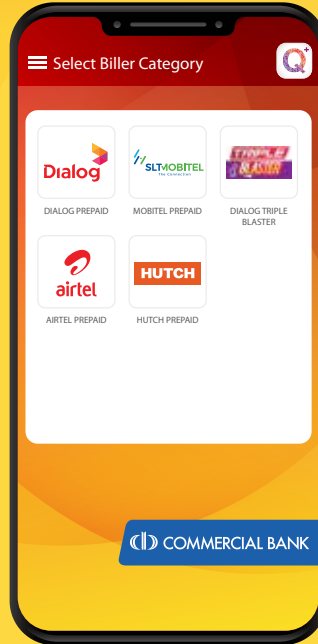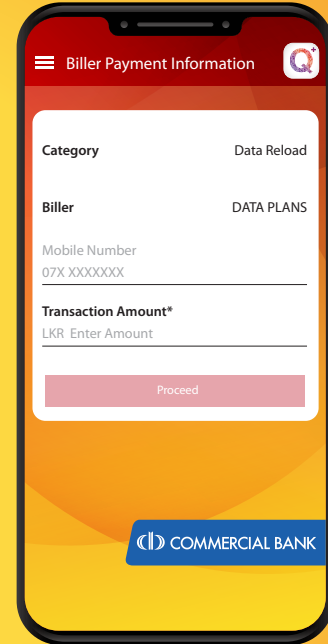
Step 03
Enter the payment information
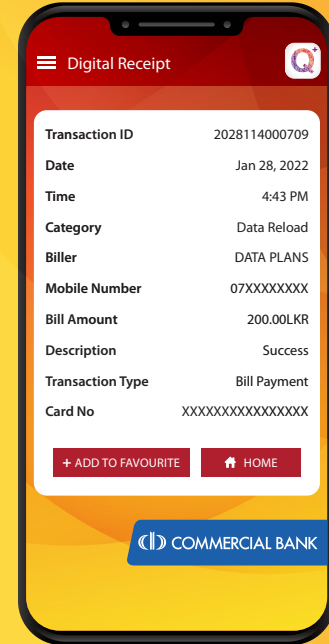
How to make a Mobile Prepaid payment cont...

Payment App

Step 04

Biller Payment Details

Category	DATA RELOAD
Biller	DATA PLANS
Mobile Number	07XXXXXXXX
Transaction Amount	0.00 LKR
Select Card	VC -XXXX-1007
Biller Name	DATA PLANS
Biller City	COLOMBO 02

Change Card

CONFIRM   CANCEL

COMMERCIAL BANK

Use the default card or change
the card and confirm

Step 05

Enter App PIN

Please enter 4 digit PIN

___ ___ ___ ___

1 2 3
4 5 6
7 8 9
0 BACK

COMMERCIAL BANK

Enter your preset 4 digit PIN

Step 06

Digital Receipt

|	
Transaction ID	2028114000709
Date	Jan 28, 2022
Time	4:43 PM
Category	Data Reload
Biller	DATA PLANS
Mobile Number	07XXXXXXXX
Bill Amount	200.00LKR
Description	Success
Transaction Type	Bill Payment
Card No	XXXXXXXXXXXXXXX

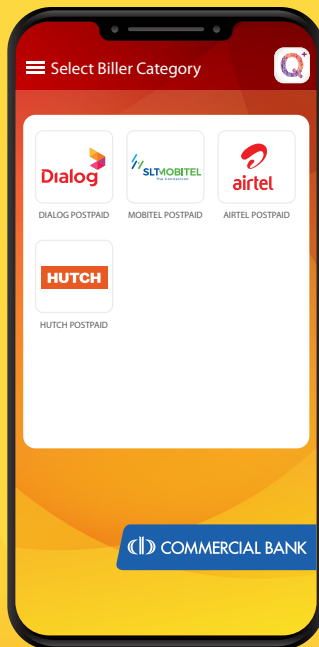+ ADD TO FAVOURITE   🏠 HOME

COMMERCIAL BANK

View the Digital Receipt

How to make a Mobile Postpaid payment

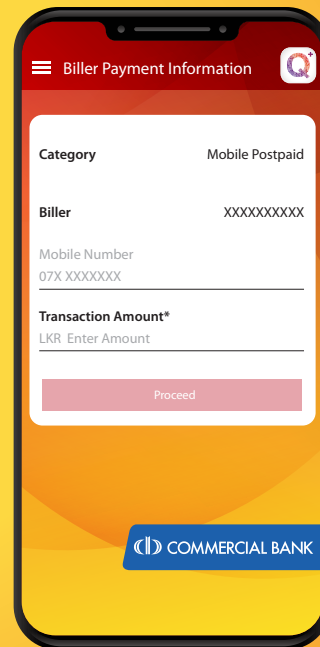Follow these steps to make a Mobile Postpaid payment via in-app bill payment option

Payment App
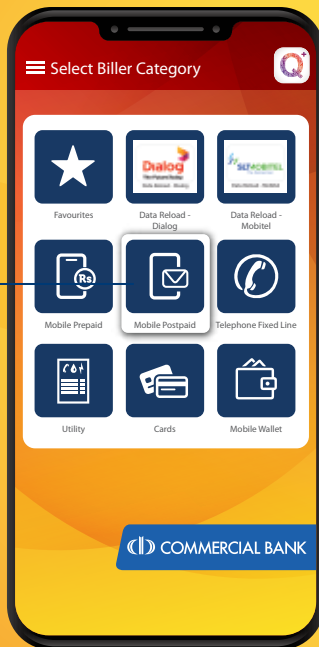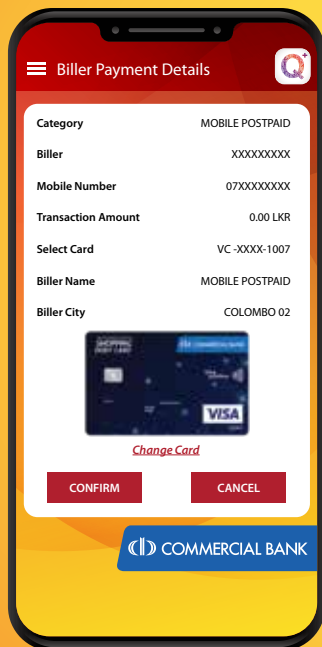

Step 01

Select "Mobile Postpaid" icon

Step 02

Select the service provider

Step 03

Enter the payment information
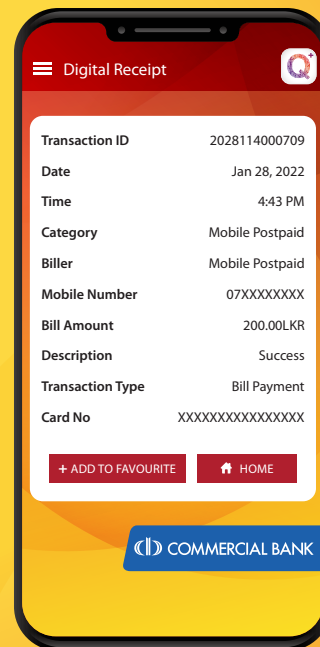
How to make a Mobile Postpaid payment cont...

Payment App

Step 04

Category	MOBILE POSTPAID
Biller	XXXXXXXXX
Mobile Number	07XXXXXXXX
Transaction Amount	0.00 LKR
Select Card	VC -XXXX-1007
Biller Name	MOBILE POSTPAID
Biller City	COLOMBO 02

Biller Payment Details

VISA

Change Card

CONFIRM   CANCEL

COMMERCIAL BANK

Use the default card or change the card and confirm

Step 05

Enter App PIN

Please enter 4 digit PIN

— — — —

1 2 3
4 5 6
7 8 9
0   BACK

COMMERCIAL BANK

Enter your preset 4 digit PIN

Step 06

Digital Receipt

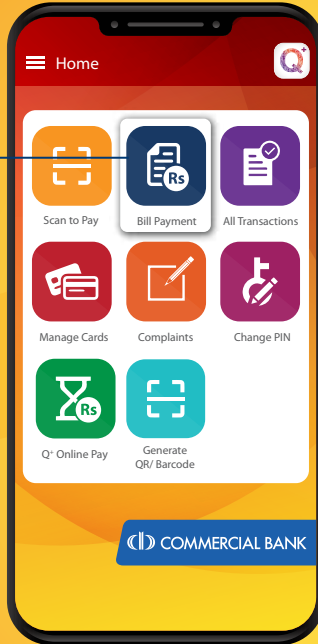|	
Transaction ID	2028114000709
Date	Jan 28, 2022
Time	4:43 PM
Category	Mobile Postpaid
Biller	Mobile Postpaid
Mobile Number	07XXXXXXXX
Bill Amount	200.00LKR
Description	Success
Transaction Type	Bill Payment
Card No	XXXXXXXXXXXXXXXX

+ ADD TO FAVOURITE   🏠 HOME

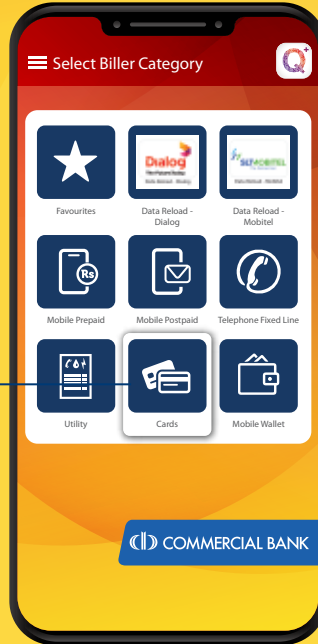COMMERCIAL BANK

View the Digital Receipt

How to make a Card Settlement

Follow these steps to make a Card payment via in-app bill payment option.
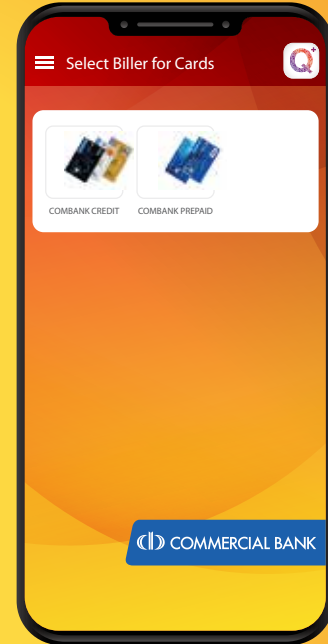You can make a payment to any Credit Card or ComBank Pre-paid cards.

Step 01

Select "Bill Payment" option

Step 02

Select "Cards" icon

Step 03

Select Biller for Cards

How to make a Card Settlement cont...

Step 04
Enter the payment information

Biller Payment Details

Category	Cards
Biller	CREDIT CARD SETTLEMENT
Card No	
XXXXXXXXXX	
Transaction Amount*	
LKR Enter Amount	

Proceed

COMMERCIAL BANK

Step 05
Enter your preset 4 digit PIN

Enter App PIN

Please enter 4 digit PIN

— — — —

1 2 3
4 5 6
7 8 9
0 BACK

COMMERCIAL BANK

Step 06
View the Digital Receipt

Digital Receipt

Transaction ID	2028114000709
Date	Jan 28, 2022
Time	4:43 PM
Category	Cards
Biller	CREDIT CARD SETTLEMENT
Mobile Number	XXXXXXXXXX
Bill Amount	2000.00LKR
Description	Success
Transaction Type	Bill Payment
Card No	XXXXXXXXXXXXXXX

+ ADD TO FAVOURITE   🏠 HOME
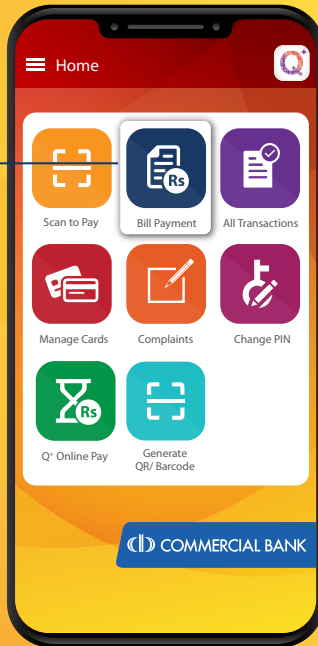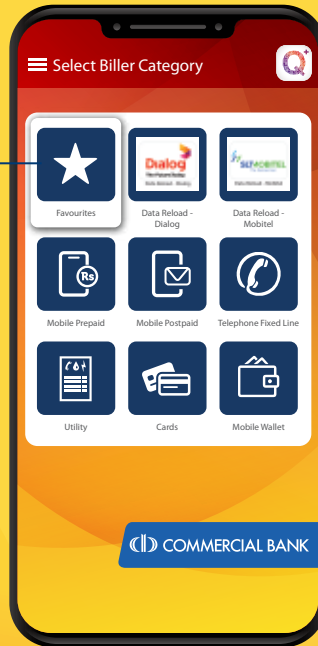
COMMERCIAL BANK

How to add a payment to "Favourites"

Follow these steps to add a payment to "Favourites" for your easy reference. After you add a payment to your favourites, you don't need to fill in bill numbers, account numbers, card numbers, etc. from your next payment.
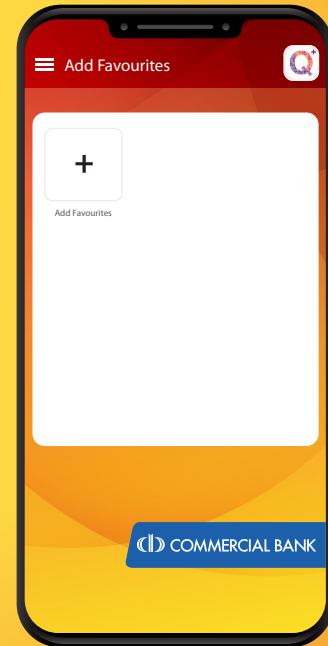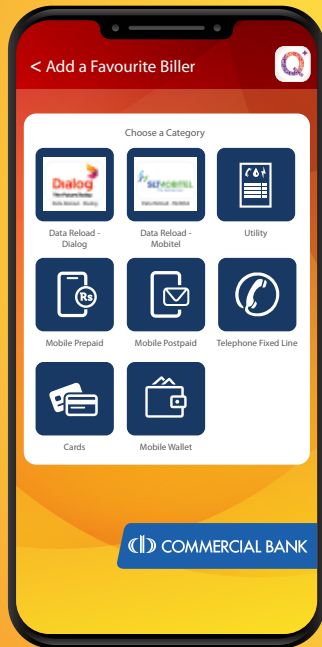
Payment App

Step 01
Select "Bill Payment" option

Step 02
Select "Favourites" icon

Step 03
Select "Add Favourites"
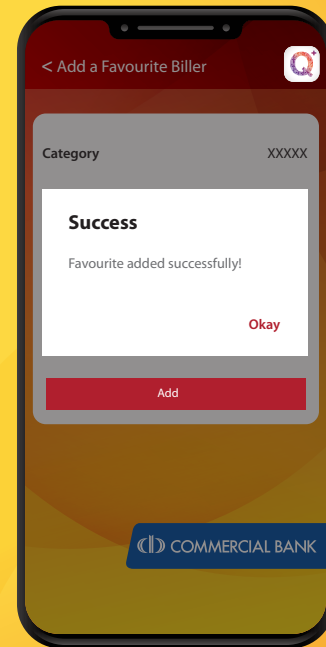
How to add a payment to "Favourites" cont...

Payment App

Step 04

Choose the category and select the biller
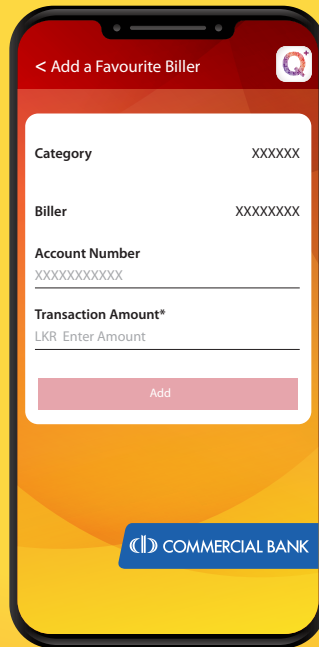
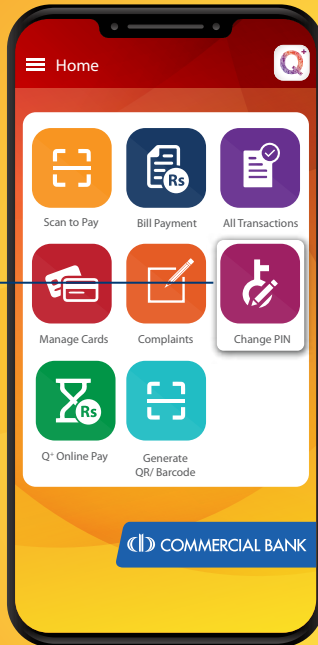**Step 05**

Enter the biller information

Step 06
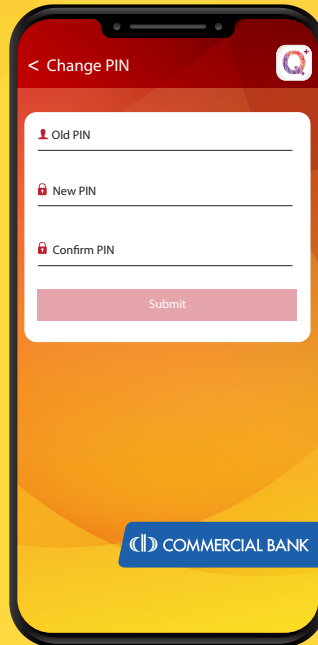
Favourite added successfully

How to change the PIN

Follow these steps to change your PIN number, to any PIN of your choise. Using the PIN will make sure that only you can access your App securing your payments.
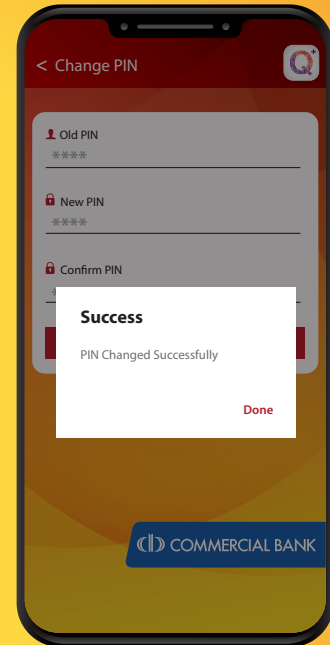
Q⁺ Payment App

Step 01

Select "Change PIN" option
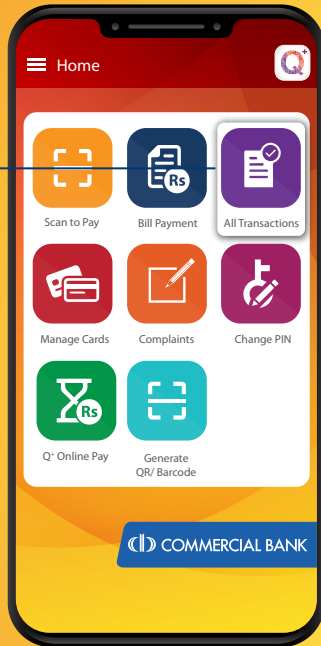
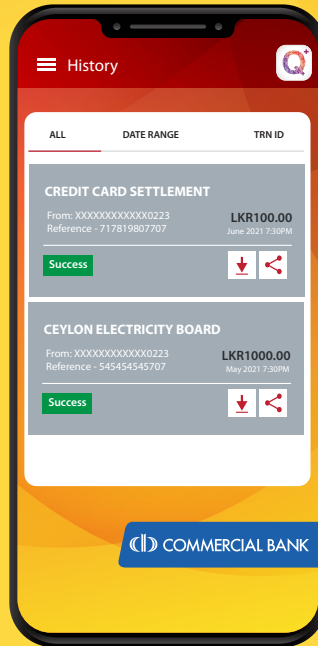**Step 02**

Add your Old PIN & New PIN

Step 03

Confirm the New PIN & Submit

How to check transaction history

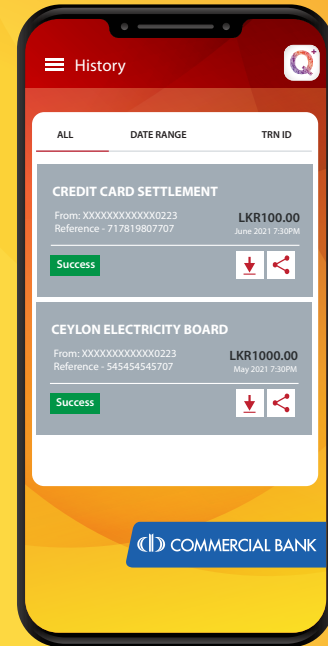**Follow these steps to check your previous transactions, download and share as you prefer**

Q+ Payment App

Step 04

Select "All Transaction" option

Home	Q+
Scan to Pay	Bill Payment	All Transactions
Manage Cards	Complaints	Change PIN
Q+ Online Pay	Generate QR/ Barcode	

COMMERCIAL BANK

Step 05

Scroll down and select the transaction you own to view

History Q+

ALL   DATE RANGE   TRN ID

CREDIT CARD SETTLEMENT
From: XXXXXXXXXXX0223
Reference - 717819807707
LKR100.00
June 2021 7:30PM
Success

CEYLON ELECTRICITY BOARD
From: XXXXXXXXXXX0223
Reference - 545454545707
LKR1000.00
May 2021 7:30PM
Success

COMMERCIAL BANK

Step 06

Download or share

History Q+

ALL   DATE RANGE   TRN ID

CREDIT CARD SETTLEMENT
From: XXXXXXXXXXX0223
Reference - 717819807707
LKR100.00
June 2021 7:30PM
Success

CEYLON ELECTRICITY BOARD
From: XXXXXXXXXXX0223
Reference - 545454545707
LKR1000.00
May 2021 7:30PM
Success

COMMERCIAL BANK

How to make a transaction via "Q⁺ Online Pay"

Shop on the merchant's app or website and push your payment to the app via your registered mobile number. This feature will help you avoid disclosing your card information on a merchant's platforms.
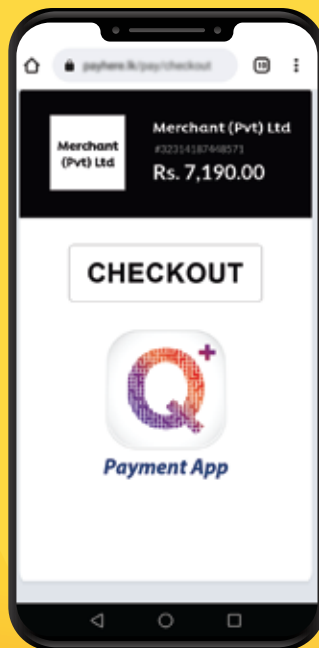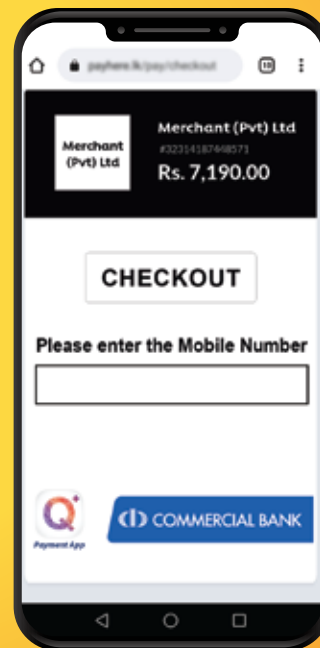
Payment App

Step 01

Shop at Merchant's website

Step 02

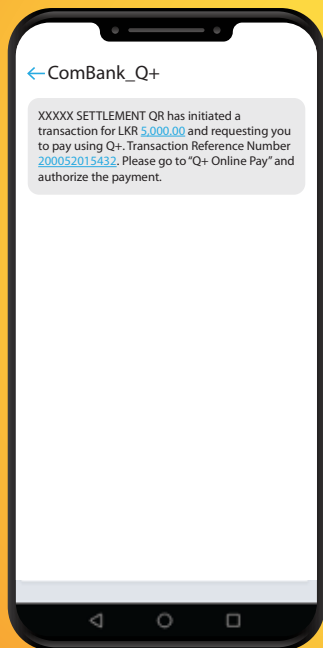Go to checkout & select on "Q⁺ Online Pay" icon
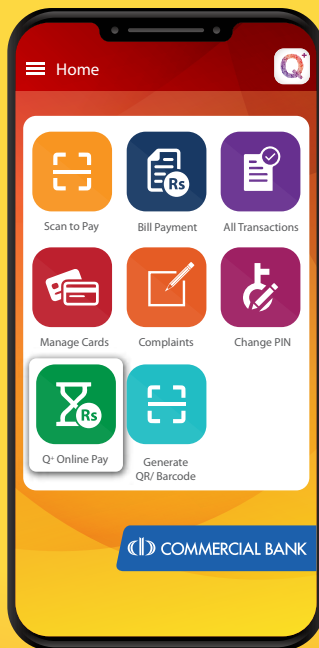
Step 03

Enter your registered mobile number

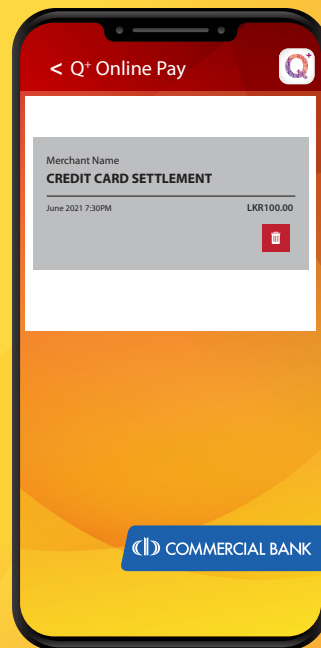# How to make a transaction via "Q⁺ Online Pay"
cont...

Payment App

Step 04

ComBank_Q+

XXXXX SETTLEMENT QR has initiated a transaction for LKR 5,000.00 and requesting you to pay using Q+. Transaction Reference Number 200052015432. Please go to "Q+ Online Pay" and authorize the payment.

Press on mobile notification or go to "Q⁺ Online Pay" icon in the App

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Step 05

Home

Scan to Pay	Bill Payment	All Transactions
Manage Cards	Complaints	Change PIN
Q⁺ Online Pay	Generate QR/ Barcode	

COMMERCIAL BANK

Select "Q⁺ Online Pay" option in the app

- 21 -

Step 06

< Q⁺ Online Pay

Merchant Name
CREDIT CARD SETTLEMENT

June 2021 7:30PM   LKR100.00

COMMERCIAL BANK

Select the transaction

How to make a transaction via "Q⁺ Online Pay" cont...

Payment App

Step 07

Biller Payment Details

Category	MOBILE POSTPAID
Biller	XXXXXXXXX
Mobile Number	07XXXXXXXX
Transaction Amount	0.00 LKR
Select Card	VC -XXXX-1007
Biller Name	MOBILE POSTPAID
Biller City	COLOMBO 02

Change Card

CONFIRM   CANCEL

COMMERCIAL BANK

Use the default card or change the card and confirm

Step 08

Enter App PIN

Please enter 4 digit PIN

— — — —

1 2 3
4 5 6
7 8 9
0 BACK

COMMERCIAL BANK

Enter your preset 4 digit PIN

Step 09

Digital Receipt

Merchant Transaction ID	2028114000709
Merchant Name	Jan 28, 2022
Merchant City	Colombo 02
Date	January 31, 2022
Time	4:43 PM
Amount	1000.00 LKR
Reference No 1	2225252232
Transaction Type	Q⁺ Online Pay

HOME

COMMERCIAL BANK

View the Digital Receipt