

Welcome to **Q+ Merchant Payment App**



Payment App

User Guide for easy access

Download, register and use for all your payment acceptance needs



Payment App

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Download
Q+ Merchant
Payment App



Q+ Merchant Payment App

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

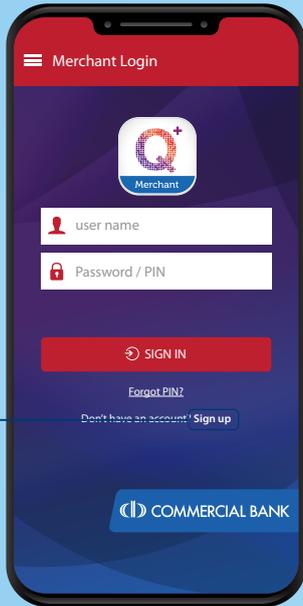
Welcome to “Q+ Merchant Payment App”

Q+ Merchant Payment App has been developed based on EMV Co QR standards, ensuring interoperability and accepting QR transactions worldwide. The ComBank Cards can be registered in the **Q+ Merchant Payment App** to accept mobile-based payment transactions. You can accept payments using the App by selecting any card you have added to the App.

Use Q+ Merchant Payment App and enjoy the convenience of accepting payments, through your mobile device.

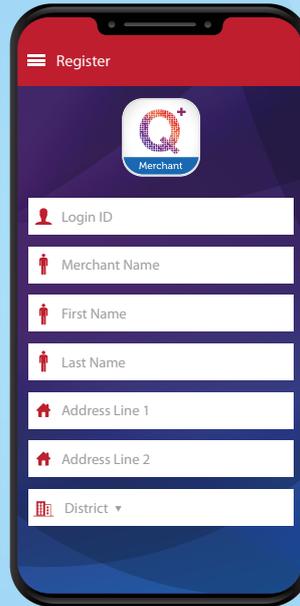
How to register to the App

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



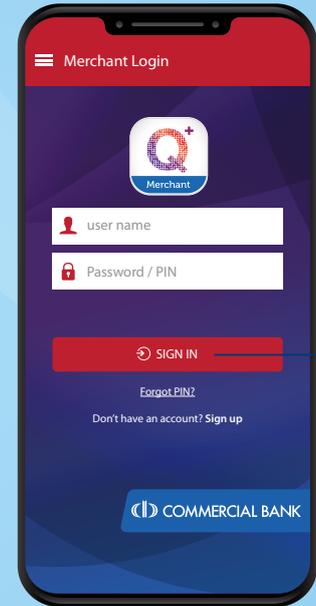
Step 01

Press on "Sign up"



Step 02

Fill your details & submit.
Then the Bank will Contact you



Step 03

Enter the user ID & PIN
provided by the bank &
press "Sign in"

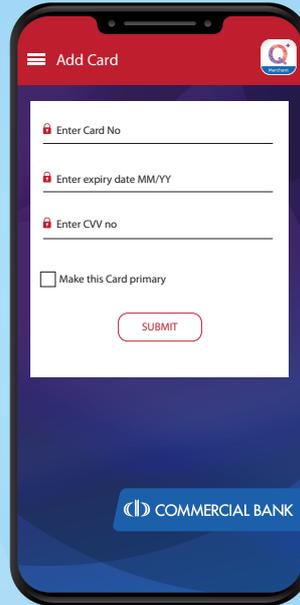
How to add a card

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



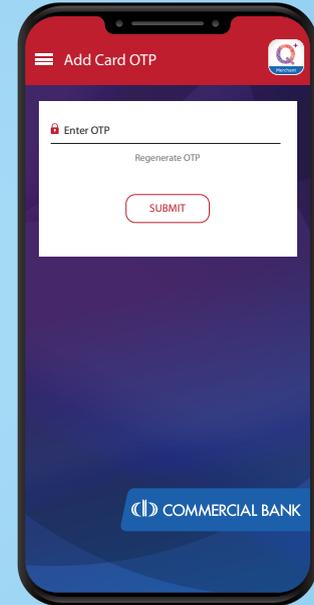
Step 01

Press on "Add card"



Step 02

Fill your card details &
press submit

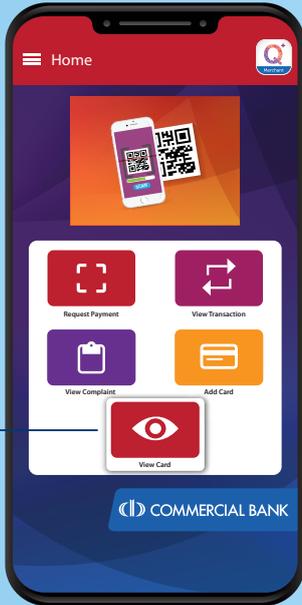


Step 03

Enter the OTP sent to
your mobile & press submit

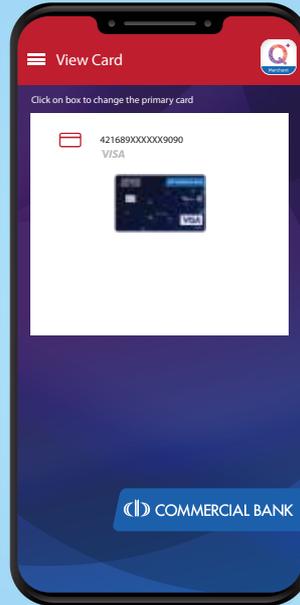
How to view a card

Follow these steps to view the primary card. You can add new cards and change the primary card



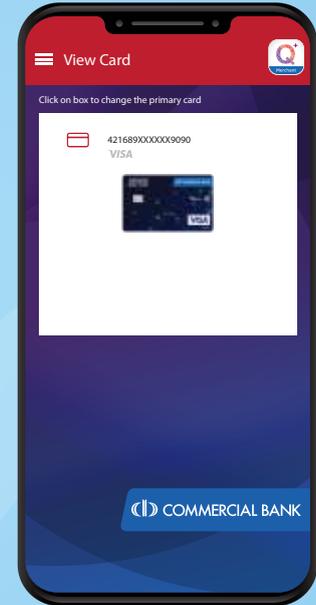
Step 01

Select "View Card" option



Step 02

View the primary card

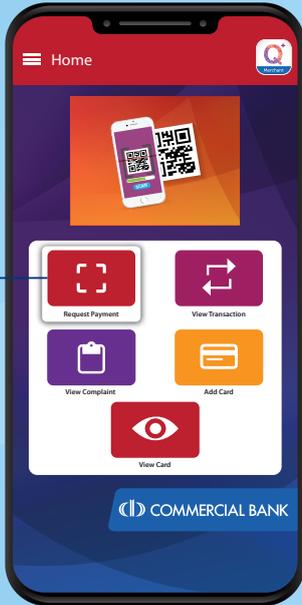


Step 03

Click on box to change the primary card

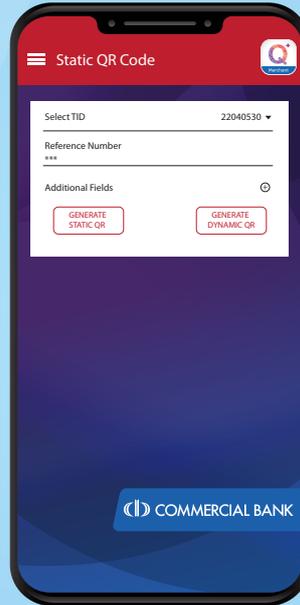
How to accept a payment via Static QR code

Follow these steps to accept a payment via Static QR code. After you generate the Static QR code, share it with the customer to make the payment by using the "Scan & Pay" option. It doesn't change from transaction to transaction. The customer has to enter the value, select the card, and pay.



Step 01

● Press on "Request Payment"



Step 02

Press "Generate Static QR" button

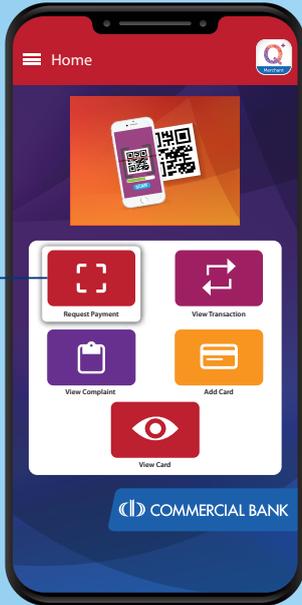


Step 03

Share the QR code to the customer to Scan & Pay

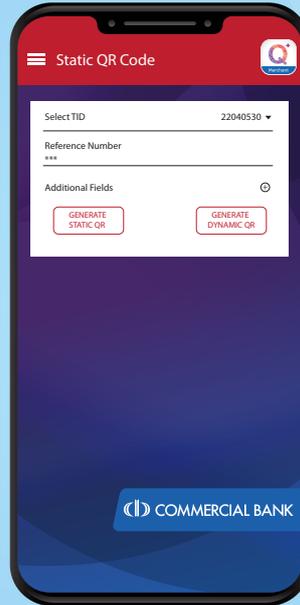
How to accept a payment via Dynamic QR code

Follow these steps to accept a payment via Dynamic QR code. After you generate the Dynamic QR code, share it with the customer to make the payment. It changes from transaction to transaction and all transaction details are embedded, including the amount. The customer only has to select the card and pay.



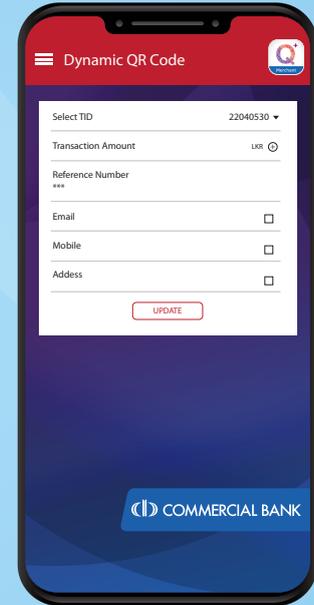
Step 01

● Press on "Request Payment"



Step 02

Press "Generate Dynamic QR" button

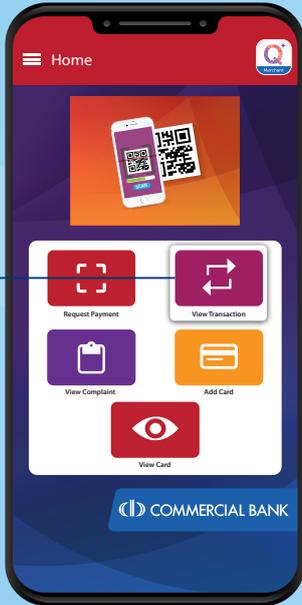


Step 03

Fill the details and Press "Update" to share the QR code

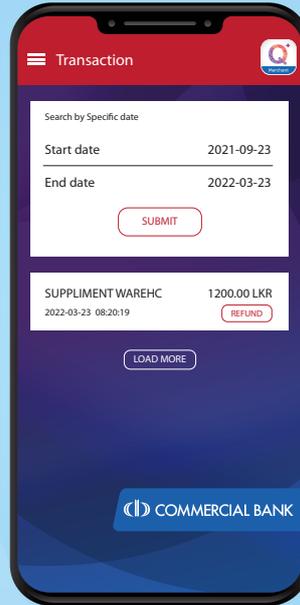
How to check transaction history

Follow these steps to check your previous transactions or make a refund on a payment



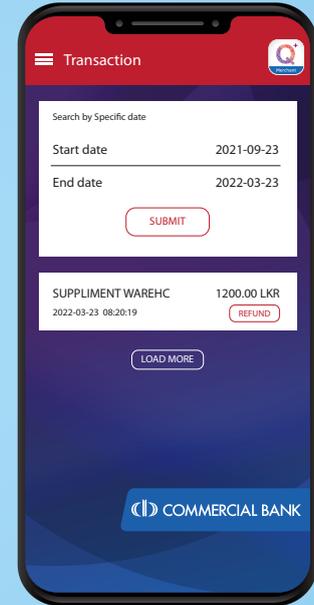
Step 01

- Select "View Transaction" option



Step 02

- Scroll down and select the transaction you need to view

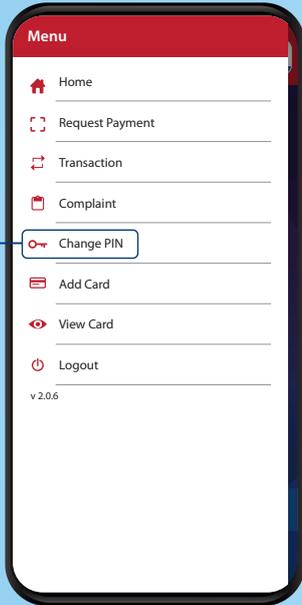


Step 03

- Press "Refund" for any refund payments

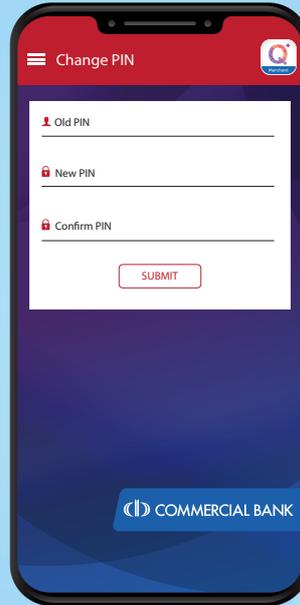
How to change the PIN

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



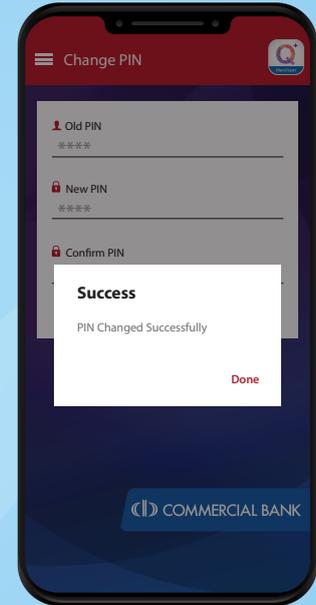
Step 01

• Select "Change PIN" option



Step 02

Add your Old PIN & New PIN



Step 03

Confirm the New PIN & Submit