

# COSEPURI



## CHAUFFEUR SERVICES RESERVATION TOOLS APP MOBILE and WEBSITE

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COSEPURI SOC. COOP.P.A.



Cosepuri Soc. Coop. p.A. - Sede Legale e Amministrazione: Via Augusto Pollastri, 8 - 40138 Bologna - Italy  
Cod. Fisc. - Partita I.V.A. - Registro Imprese Bologna: 00470300377 - R.E.A. Bologna 209214 - Albo Cooperative A118851

Divisione AUTO  
Bologna: +39 051 519090

Divisione MERCI  
Bologna: +39 051 518080

Divisione BUS  
Bologna: +39 051 517070

Divisione AUTOLINEE  
Bologna: +39 051 6029943

Milano: 02 83968637 - Roma: 06 90233922 - Firenze: 055 4361900 - Imola: 0542 642222 - Ferrara: 0532 901800 - RE, MO, PR, PC: 051 517070

Amministrazione: Tel. +39 051 6029999 - Fax +39 051 6330940 - e-mail: cosepuri@cosepuri.it - amministrazione@pec.cosepuri.it - www.cosepuri.it



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CERTICUALITY  
MEMBRO DELLA  
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Limitatamente al sito di Bologna

# COSEPURI APP MOBILE



## “COSEPURI” APP MOBILE

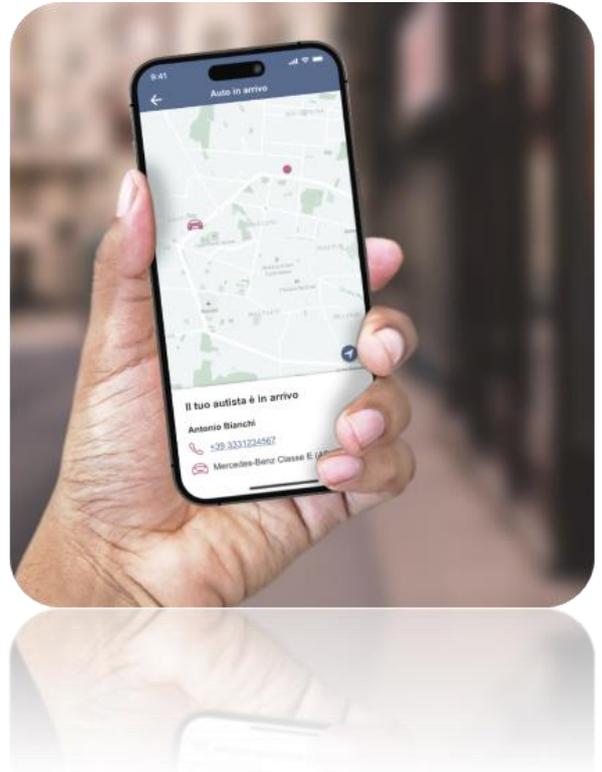
The COSEPURI app, downloadable for free on the [APP STORE](#) and [GOOGLE PLAY](#), allows you to book chauffeur services at the time you desire.

For customers looking for immediacy and ease of purchase, intuitive prices that include extras, such as holidays or night-time surcharges, a few clicks are enough to request a car in the desired place.

Using a modern satellite geolocation system for vehicles, the COSEPURI Operations Center identifies the vehicle closest to the pick-up location and returns a service confirmation by e-mail with the following information:

- Date and time of the service
- Name and mobile phone of the driver
- Payment on invoice (for customers with a Business Agreement)
- Cost of the service (for customers with an Executive Agreement)

The application works in the city of Bologna and allows BOOKINGS as well as IMMEDIATE SERVICES requests.



## Registration and login

- Customers with a Business Agreement are pre-registered both on the APP and on the website [www.cosepuri.it](http://www.cosepuri.it) and, to log in, use the e-mail address (provided at the time of signing the contract) both as username and password on both platforms, changing the password at the next access.
- Customers with an Executive Agreement (companies, professionals, or individuals) register autonomously their profile on the APP, resulting automatically registered also on the website [www.cosepuri.it](http://www.cosepuri.it) (or vice versa).

## Do you need a car immediately? Just 3 clicks.

- Customers with a **Business Agreement** can book an immediate car by indicating the pick-up and destination address.
- Customers with an **Executive Agreement** book a car with driver indicating the pick-up and destination address in order to generate the amount and purchase the service, simultaneously accepting the terms set out in the General Conditions of Purchase.



Fill in the Departure and Destination fields

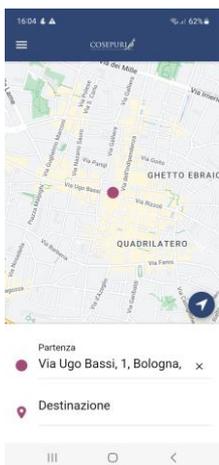


The service requested by clients with a Business Agreement is included in the monthly invoice.

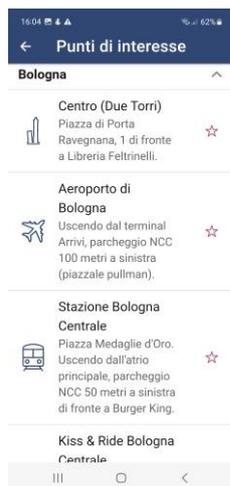


The service requested by clients with an Executive Agreement is purchased by credit card.

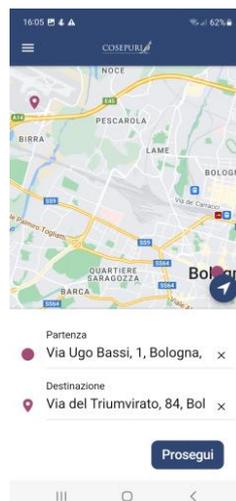
## Do you want to book a car on the desired date and time? Just 5 clicks!



Pick up address



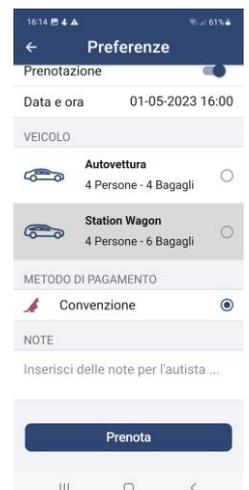
Points of interest



Destination address



Date and time



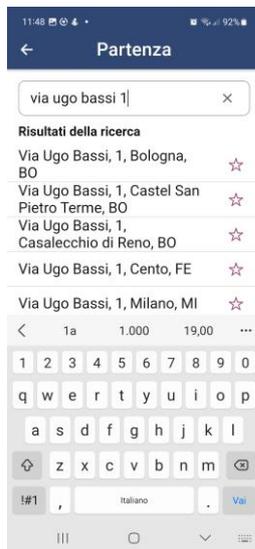
Choose the car and book

**ATTENTION:** If the house number is followed by a letter, please rewrite the address and city in the NOTES field.

The images above refer to devices equipped with the ANDROID operating system. For devices running on the IOS operating system, the procedure is the same.

## “Favourite” addresses★

If you wish to add an address to your "Favourite" list, create a reservation with the desired address and press the symbol of a star:



Enter the address



Press the star symbol corresponding to the chosen address



At the next booking, the address can be selected from your "Favourites" list

## An increasingly efficient application

The COSEPURI app allows you to:

- Choose the **type** of car (sedan car or station wagon);
- Select **points of interest** with pre-compiled addresses (City centre, Station, Airport, Fair);
- Fill in a **notes field** to provide us with any useful information (eg: flight number, passenger's name and telephone number if different from the applicant, flight number, cost centre, etc.);
- Watch the car arriving;
- Cancel your reservations in case of second thoughts;
- Modify your registration data.

## FREQUENTLY ASKED QUESTIONS

### Can the application be used by all customers?

Yes, it can.

- Clients with a Business Agreement are pre-registered and, to make the first access, use - both as username and password - the e-mail address communicated to Cosepuri upon signing the contract, then change the password to their own discretion.  
Clients with a Business Agreements receive a monthly invoice together with a summary report of all the services (requested by telephone, e-mail, on the website, or via the APP). The price of each service is calculated on the basis of the rate set by the existing agreement and any agreed routes.
- Clients with an Executive Agreement (companies, professionals, or individuals), once independently registered, will be able to purchase the services by credit card. The invoice for the transfers purchased will be sent by e-mail after the service has been performed.

### If in a company with a Business Agreement there are several users of the services, can everyone download the APP on their own device with different login credentials?

Yes, the APP allows the registration of users affiliated to a company with a Business Agreement. Each user will have to:

- Download the APP or, alternatively, access the website [www.cosepuri.it](http://www.cosepuri.it) (the profile registration on a tool will also be automatically implemented on the other);
- Select as Account Type "Private" or "Business Customer Affiliate";
- Enter his personal data, company e-mail address, the company's VAT number and the customer code assigned by Cosepuri;
- The system recognizes that a user belongs to a company with a Business Agreement thanks to the VAT number and the customer code. All the services requested by each user will be included in the summary report attached to the invoice.

If one of these users intends to use the app PERSONALLY, he will not be able to use this profile, but need to register again (using the same mobile phone number but a different e-mail address) and purchase the services with credit card.

### What should I do if, when entering the address, the address and street number I'm interested in don't appear among the Google Map suggestions or are incorrectly located on the map?

In this case, you must also enter the complete address, including street number and city, in the NOTES field.

Although Google Maps is highly reliable, it is the user's responsibility to verify that the pickup and destination addresses are correct in all three phases:

1. in the map that appears when the request is made;
2. in the summary that appears once the request is finalized;
3. in the e-mail confirming the service.

Cosepuri cannot be held responsible for any mismatches in the information provided in the three phases above.

**Is it possible to consult an online summary of all the services that have been used?**

Yes, but this possibility is reserved only for customers with a Business Agreement.

By accessing the website [www.cosepuri.it](http://www.cosepuri.it) with the same credentials as the APP, the customer with a Business Agreement can select the SERVICE REPORT area in the welcome menu where the summary of all the services that he/she has used (booked through the website, the APP, by e-mail or by phone) can be consulted.

It is possible to carry out searches limited to the current year and with a maximum range of 30 days at a time. The main profile of the company also summarizes the services that all affiliates have used. Otherwise, this overall summary cannot be consulted by the individual affiliate.

**In which cities is it possible to book services through the APP?**

**How much notice?**

- The APP allows to book chauffeur services only in the city of Bologna;
- Immediate requests and reservations can be made with the notice shown below based on the passenger's pick-up time (the kilometric distances shown below are conventionally calculated from the center of Bologna to the pick-up point):

Immediate requests	
Distance in km	Notice
11	5 minutes
15	10 minutes
20	1 hour
25	2 hours
30	4 hours

Reservations	
Distance in km	Notice
11	30 minutes
15	1 hour
20	1 hour and 30 minutes
25	2 hours
30	4 hours

**When will a service booked/purchased via the APP be charged?**

**• Customers with Business agreement:**

The booked service is included in the monthly summary invoice. If it is canceled within the notice periods, it will not be charged.

**• Customers with Executive agreement:**

The amount of the purchased service is charged to the credit card only after it has been assigned to the driver. If it is canceled within the notice periods, it will not be charged.

## Is it possible to modify or cancel a reservation made through the APP?

- You cannot change a reservation. You need to delete it and reserve a new one.

### Cancellation methods and terms for Clients with a Business or an Executive Agreement:

- The request for an **IMMEDIATE** service cannot be canceled either before or after it has been assigned to the vehicle and its amount will be charged.
- **RESERVATIONS** requested via the APP could be assigned to the drivers, in order to guarantee their completion, at least 8 hours before the service start time.
- The cancellation of a **RESERVATION** requested via the APP which has not yet been assigned to the driver can be carried out, without any charge, in the appropriate section of your profile by respecting the following notice periods with respect to the service start time (the distances in kilometers shown below are conventionally calculated by the center of Bologna to the starting address of the service):

Distance in km	Notice
Up to 11	1 hour
11,1 -15	2 hours
15,1-20	3 hours
20,1-25	4 hours
25,1-30	5 hours

- The cancellation of a **RESERVATION** can no longer be carried out after the assignment of the service to the driver or below the notice periods indicated above and its amount will be charged.
- Failure to provide the service requested via the APP, resulting from the unavailability of vehicles, will not entail any charge.

## Does the APP allow you to book all the services provided by Cosepuri?

The APP only allows you to book transfer services by sedan or station wagon up to 4 passengers. It also allows you to book only one car at a time.

- The following services can be booked through the website [www.cosepuri.it](http://www.cosepuri.it):
  - Hourly services at clients' disposal (only for clients with a Business Agreement and for a maximum of 3 hours)
  - Transfers with multiple stops
  - Transfers or services at clients' disposal for several cars at the same time, provided they are of the same type, sedan or station wagon (option limited to customers with a Business Agreement only)
- You cannot book via APP nor through the website services to be carried out through:
  - Luxury cars (Mercedes Classe S, Maserati Ghibli);
  - MPV up to 7 passengers;
  - Minibus or bus from 16 to 53 seats;
  - Delivery services.

If you wish to receive a quote by e-mail for these types of vehicle, you can fill in specific quote requests in the "Quotation and bookings" area of the website [www.cosepuri.it](http://www.cosepuri.it).

Alternatively, the request for an offer can be made by telephone or by e-mail to the addresses of each

division indicated on the website.

- Services subject to a discount reserved for private customers (Coop members, Card Cultura season ticket holders, etc.) can only be used by telephone booking at no. 051 519090 or by e-mail to [booking@cosepuri.it](mailto:booking@cosepuri.it) and must be paid on board the car.

**If you sign in on the APP are you allowed to access to the website [www.cosepuri.it](http://www.cosepuri.it) ?**

- Yes, you are. Customers with a Business Agreement are pre-registered both on the APP and on the website.
- Customers with an Executive agreement (companies, professionals or individuals) who independently sign in on the APP will also be automatically registered on the website, which they can access using the same credentials.

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# WEBSITE

[www.cosepuri.it](http://www.cosepuri.it)



COSEPURI offers its customers an additional simple and intuitive tool for booking and purchasing chauffeur services for up to 4 passengers through the website [www.cosepuri.it](http://www.cosepuri.it).

## REGISTRATION AND LOGIN

### ARE YOU ALREADY A MEMBER?

TYPE YOUR USERNAME AND PASSWORD TO ENTER THE RESERVED AREA

👁

[LOST PASSWORD](#)

### BECOME A MEMBER



ARE YOU  
A PRIVATE?

REGISTER AS A PRIVATE  
or  
BUSINESS CUSTOMER  
AFFILIATE



DO YOU REPRESENT A COMPANY OR  
DO YOU HAVE VAT NUMBER?

REGISTER AS AN EXECUTIVE  
CUSTOMER

or

REQUEST A BUSINESS  
AGREEMENT

- Customers with a **Business Agreement** are pre-registered both on the [www.cosepuri.it](http://www.cosepuri.it) website and on the Cosepuri APP, which they can access with the same credentials. In order to log in to the website, they access the CUSTOMER AREA and enter as username and password in the box "ARE YOU ALREADY A MEMBER?" the e-mail address supplied to Cosepuri upon signing the contract. With the next login, the password can be changed.

Customers with a Business Agreement receive a monthly invoice together with a summary report of all the services requested (via the website, the APP, by telephone or by e-mail). The price of the service is calculated on the basis of the existing agreement and on the basis of any agreed routes;

- Customers with an **Executive agreement** (companies, professionals or individuals) register independently their profile on the website, resulting automatically registered on the APP or vice versa. Following the purchase of a service, they will receive the relative receipted invoice via e-mail.

## ONLINE BOOKING PROCESS

You only need to fill in a few fields in order to book a chauffeur service in the desired place.

The system allows you to:

- Choose the TYPE of car (sedan or station wagon);
- Fill in a NOTES FIELD to provide any useful information (eg: flight number, name and mobile number of the passenger if different from the applicant, flight number, meet & greet, etc).



*Sedan  
up to 4 passengers*

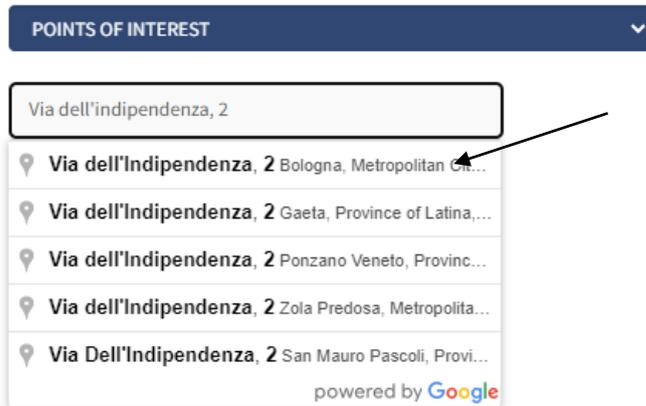
choose ▼



*Station wagon  
up to 4 passengers*

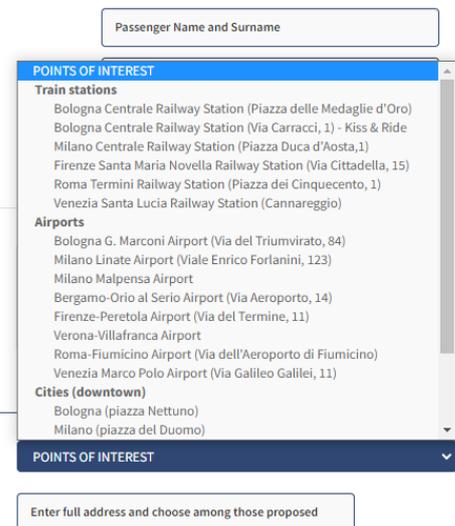
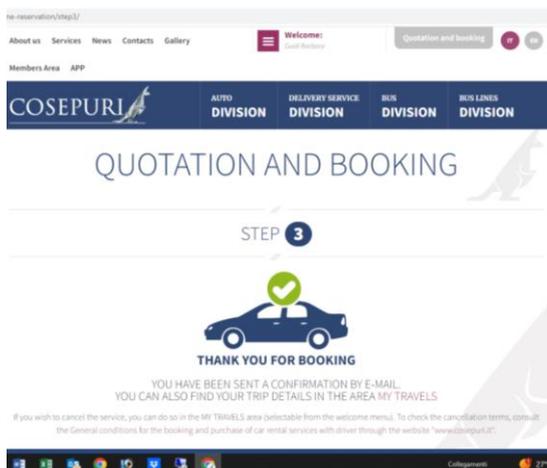
choose ▼

- Book a car indicating the pickup and destination address.



Fill in the pick up and destination ADDRESS in the appropriate fields by selecting the correct Google Map suggestion;  
**ATTENTION:** in the case of house numbers followed by a letter, rewrite the address and location also in the NOTES field.

- For Station, Airport, City center or Fair District, select the chosen place from the POINTS OF INTEREST list (the addresses are pre-compiled);
- Indicate the execution of a single transfers (or several stops) or request hourly services at clients' disposal for a maximum of 3 hours (option limited to customers with a Business Agreement only);

Once the booking is complete, the system automatically generates a CONFIRMATION by email with date, time, pick-up and destination address.

A few minutes before the scheduled time, the SATELLITE GEO-LOCATION system identifies the vehicle closest to the pick-up location and assigns it the transfer service.

## NOTICE TIMES ON BOOKING

- **SEDAN/STATION WAGON** car (up to 4 passengers):  
The website does not allow the request for immediate services.  
Notice times for reservations:

Distance in km	Notice
Fino a 11	30 minuti
11,1 -15	1 ora
15,1-20	1 ora e 30 minuti
20,1-25	2 ore
25,1-30	4 ore



- As regards **MPV cars** (from 5 to 7 passengers) or Mercedes **S CLASS**, the website only allows requests for a cost estimate. Reservations can be made (with at least 24 hours notice) at the Call Center at no. 051/519090 or to [booking@cosepuri.it](mailto:booking@cosepuri.it)

## CHANGES/CANCELLATIONS

### PERSONAL DATA CHANGES:

At any time, you can access your account from the "Personal details" menu and independently modify your data.



### CHANGES/CANCELLATION OF BOOKINGS:

- You cannot change a reservation. You need to cancel it and make a new one.
- The cancellation of a reservation on the website can be made in the "MY TRAVELS" area in compliance with the notice given in the "Frequently asked questions" section below.

**Client Area**

**Services history**

**Personal details**

**My Travels**

 **logout**

## FREQUENTLY ASKED QUESTIONS

### Can the website be used by all customers?

- Yes, it can. Clients with a **Business Agreement** are pre-registered and, in order to make the first access, use - both as username and password - the e-mail address communicated to Cosepuri upon signing the contract, then change the password to their own discretion.  
Clients with a Business Agreement receive a monthly invoice together with a summary report of all the services (requested by telephone, e-mail, on the website, or via the APP). The price of each service is calculated on the basis of the rate set by the existing agreement and any agreed routes.
- Clients with an **Executive** agreement (companies, professionals or individuals), once registered, will be able to purchase the services by credit card. The invoice for the services purchased will be sent by e-mail after the service has been performed.

### Can different users of the same company make reservations entering the website with different login credentials?

Yes, they can. The website allows the registration of multiple users AFFILIATED to a company with a Business Agreement.

Each user need to:

- Access the CUSTOMER AREA of the website or, alternatively, download the Cosepuri APP (the registration on a tool will also be automatically implemented on the other);
- In the section of the website "BECOME A MEMBER" select "REGISTER AS A PRIVATE or BUSINESS CUSTOMER AFFILIATE";
- Enter your personal data, your company e-mail address, the company's VAT number and the customer code assigned by Cosepuri;
- The system recognizes that a user belongs to a company with a Business Agreement thanks to the VAT number and the customer code. All the services requested by each user will be included in the summary report attached to the invoice.
- If one of these users also want to use the website PERSONALLY, he is not allowed to use this profile, but need to make a new registration (using the same mobile number but a different e-mail address) and purchase the services.

**Does the website allow you to consult the services you have used?**

- Yes, both clients with a Business or an Executive Agreement can access the MY TRAVELS area via the welcome menu and consult only the services requested through the website without time limits (performed, to be performed or cancelled);
- Clients with a Business Agreement can also access the SERVICES REPORT area via the welcome menu and consult all the services they have used, whether they have been booked through the website, via the Cosepuri APP, by e-mail or by telephone (limited to the current year and with a maximum range of 30 days at a time).

**What should I do if, when entering the address, the address and street number I'm interested in don't appear among the Google Map suggestions or are incorrectly located on the map?**

In this case, you must also enter the complete address, including street number and city, in the NOTES field.

Although Google Maps is highly reliable, it is the user's responsibility to verify that the pickup and destination addresses are correct in all three phases:

- 1. in the map that appears when the request is made;
- 2. in the summary that appears once the request is finalized;
- 3. in the e-mail confirming the service.

Cosepuri cannot be held responsible for any mismatches in the information provided in the three phases above.

**In which cities is it possible to book services through the website?  
How much notice?**

You can book chauffeur services through the website only in the area of **BOLOGNA**.

The website does not allow the request for immediate services.

Reservations can be made with the advance notice illustrated below based on the passenger pick-up time (the distances in kilometers shown below are conventionally calculated from the center of Bologna to the pick-up point):

Distance in km	Notice
Fino a 11	1 hour
11,1 -15	2 hours
15,1-20	3 hours
20,1-25	4 hours
25,1-30	5 hours

**When will a service booked/purchased via the APP be charged?**

**• Customers with Business agreement:**

The booked service is included in the monthly summary invoice. If it is canceled within the notice periods, it will not be charged.

**• Customers with Executive agreement:**

The amount of the purchased service is charged to the credit card only after it has been assigned to the driver. If it is canceled within the notice periods, it will not be charged.

**Is it possible to change or cancel a reservation?**

- You cannot change a reservation. You need to cancel it and make a new one.

**Cancellation methods and terms for customers with a business or an Executive agreement:**

- RESERVATIONS requested via the site could be assigned to the drivers in order to guarantee their completion, at least 8 hours before the service start time.
- The cancellation of a RESERVATION requested through the site which has not yet been assigned to the driver can be carried out, without any charge, in the MY TRAVELS area by observing the following notice periods with respect to the service start time (the distances in kilometers shown below are conventionally calculated by the center of Bologna to the starting address of the service):

Distance in km	Notice
Up to 11	1 hour
11,1 -15	2 hours
15,1-20	3 hours
20,1-25	4 hours
25,1-30	5 hours

- The cancellation of a RESERVATION can no longer be carried out after the assignment of the service to the driver or below the notice periods indicated above and its amount will be charged.
- Failure to provide the service requested via the site, resulting from the unavailability of vehicles, will not entail any charge.

**Does the website allow online booking of all the services provided by Cosepuri?**

- No, it does not. The website only allows the booking of services to be carried out by SEDAN/ STATION WAGON car up to 4 passengers.
- Services subject to a discount reserved for PRIVATE customers (Coop members, Card Cultura season ticket holders, theater goers, etc.) can only be used by telephone booking at no. 051 519090 or by e-mail to [booking@cosepuri.it](mailto:booking@cosepuri.it) and must be paid on board the car.
- You cannot request a quotation nor book through the website the following services:
  - Luxury cars (Mercedes Classe S, Maserati Ghibli);
  - MPV up to 7 passengers;
  - Minibus or bus (from 16 to 53 seats);
  - delivery services.

In order to receive a quote by e-mail for these types of vehicles, you need to fill out a quote request form in the "Quotation and booking" area.

Alternatively, the Car, Bus and Delivery Service Division are available 24 hours a day at the telephone numbers and e-mail addresses available on the website.

**Does the website allow different booking options from the APP?**

Yes, it does. The website allows you to make more complex requests, such as:

- Several cars at the same time, provided they are of the same type, sedan or station wagon (option limited to customers with a Business Agreement only)

- Simple transfers or transfers with multiple stops;
- Hourly services at clients' disposal for a maximum of 3 hours (option limited to customers with a Business Agreement only).

### **Does the website registration also allow access to the "Cosepuri APP"?**

- Yes, it does. Clients with a Business Agreement are pre-registered both on the website and on the APP;
- Clients with an Executive Agreement (companies, professionals or individuals) who independently register on the website will also be automatically registered on the APP, which they can access using the same credentials.

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