Skip the Front Counter

A process designed to streamline collection of cargo and saving time

AGI CARGO

SprintPass

Before we start

- Registration with SprintPass is required to access the reservation portal before collecting cargo

- Currently, only import freight is eligible to bypass the front counter

How to

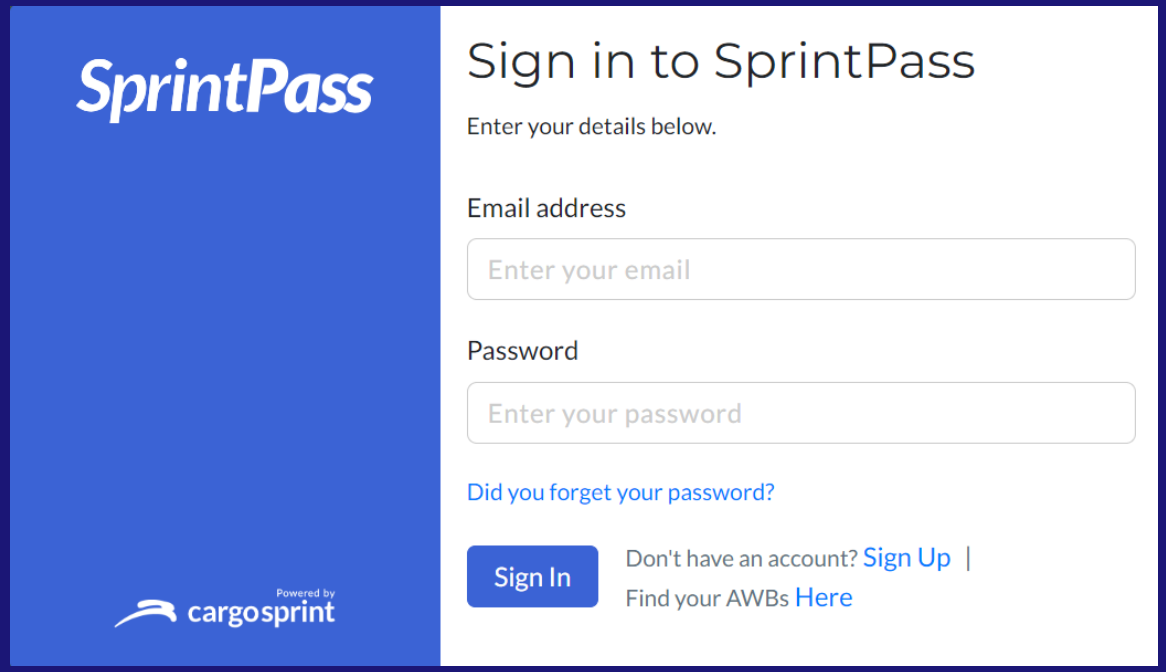
Be Eligible to Skip the Front Counter

Requirements to be eligible are:

- Create a reservation on www.cargosprintpass.com
- Import fees associated must be paid
- The freight must be broken down and available for collection
- Documents such as Delivery Order must be uploaded to the reservation
- The freight must be cleared by US customs
- Driver must use the ID Validation on the SprintPass for Drivers App

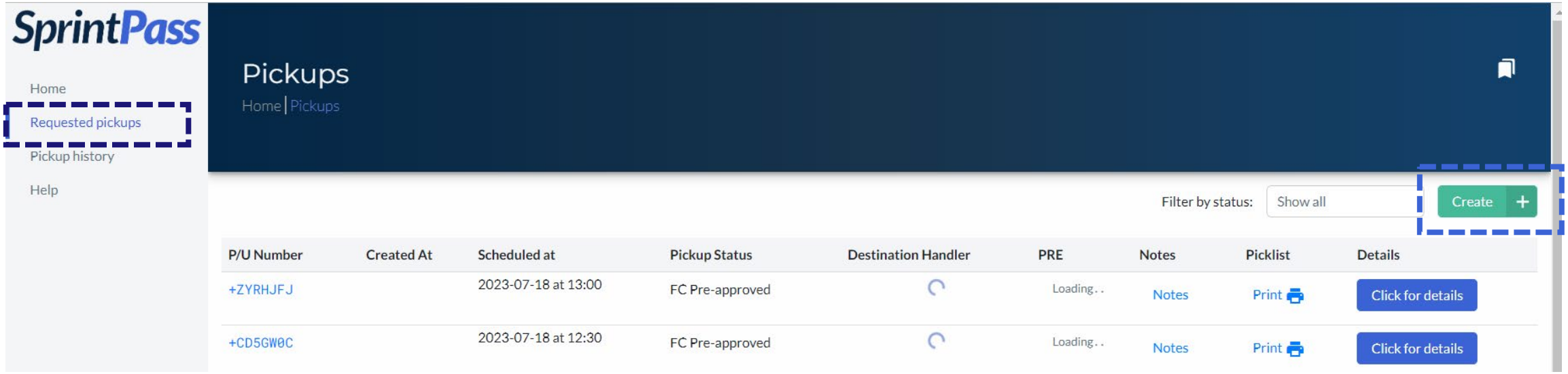
Phase 1- Create a reservation

Sign in



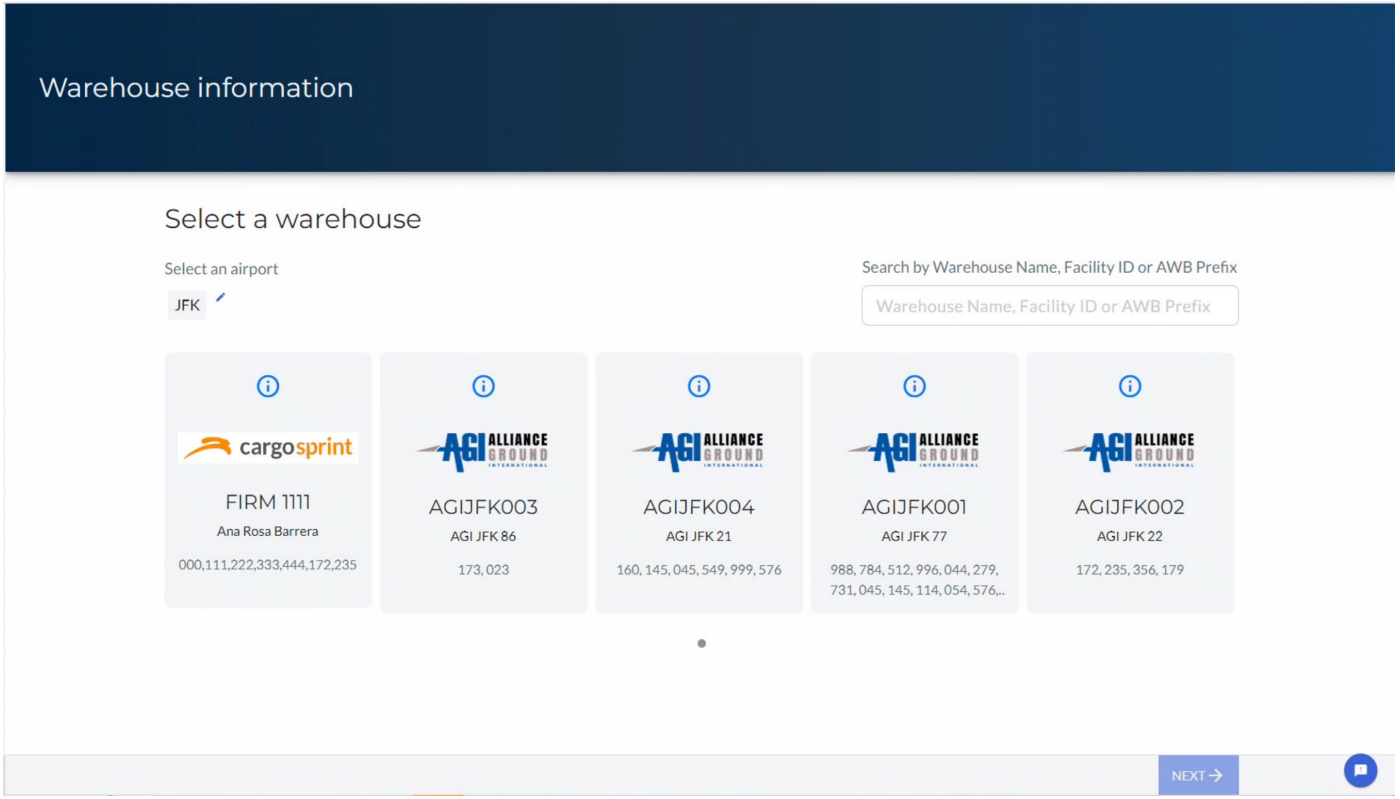
Glad to see you again! Please enter your username and password to log into your SprintPass Account.

https://cargosprintpass.com/login



Once you are logged in

1) On the homepage, at the left you will see 4 options to select from. Choose **“Requested Pickups”.**
2) Click on the green “Create” button to make a **new reservation.**



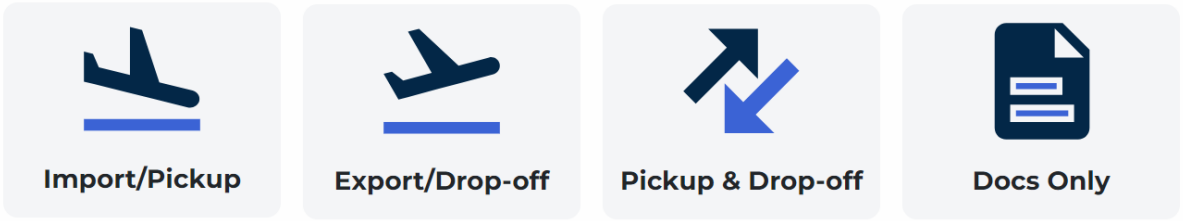
Select pickup location.

Choose the airport and warehouse where freight is going to be collected.

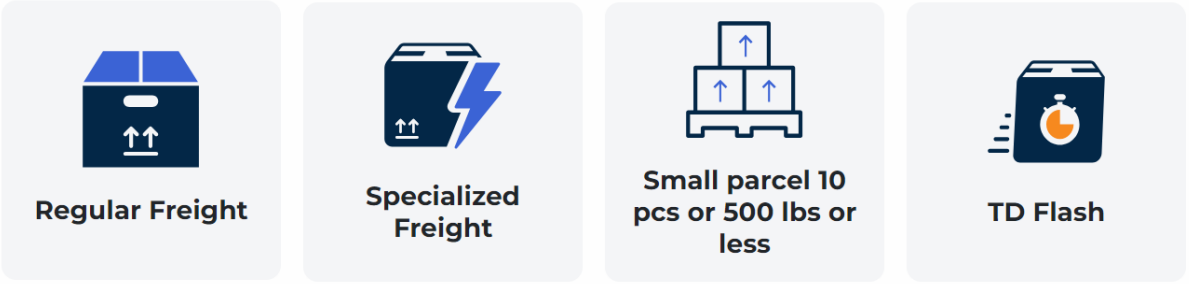
The system will provide the prefixes associated with the airlines they handle.

Click the next button.

type-of-service



Type of priority

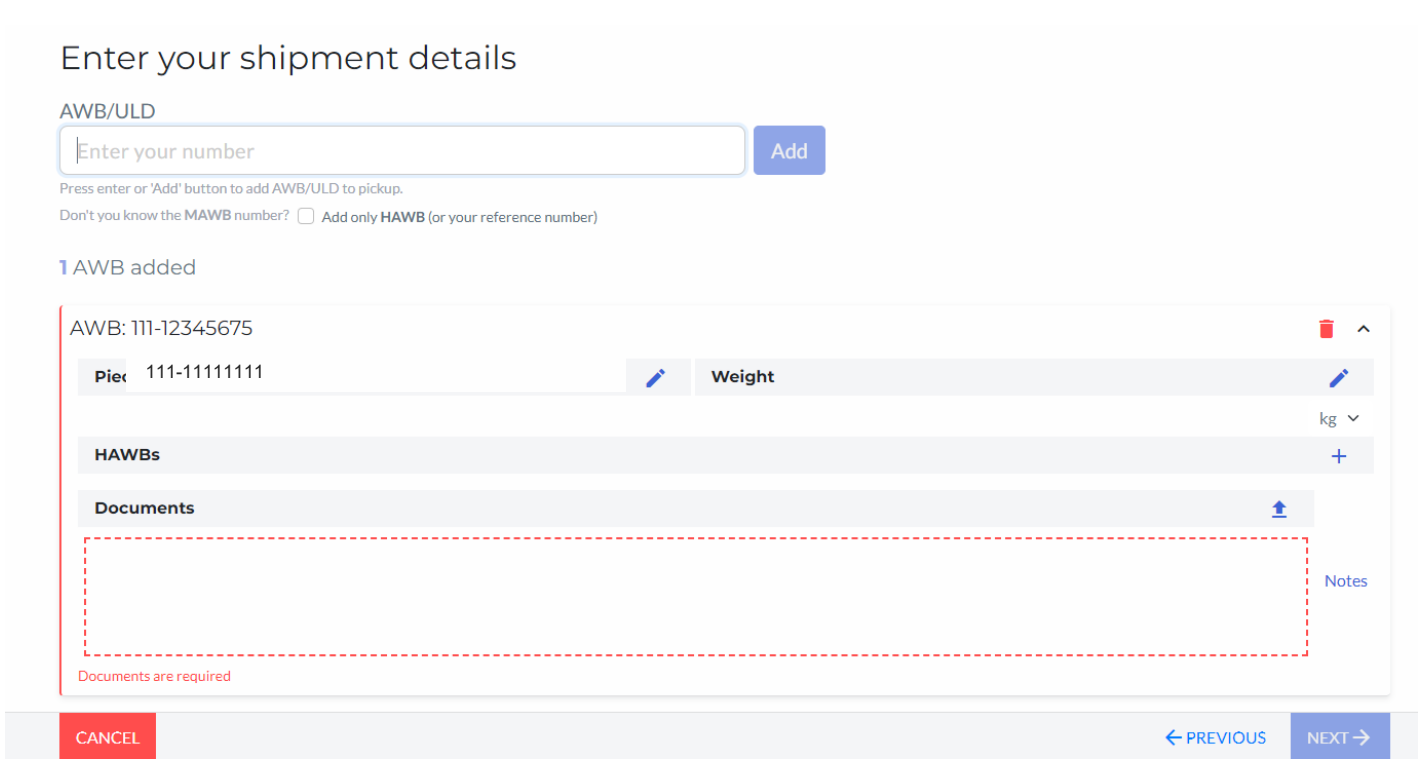


Type of service & priority.

Currently “Skipping the Front Counter” is only available for the pickup of import cargo at specific facilities

After you select the Pick-up/Import option select the type of priority; these options may vary from cargo facility to cargo facility.

- **Normal freight**
- **Specialized freight**
- **Small parcel 10 pcs or 500 lbs or less.**



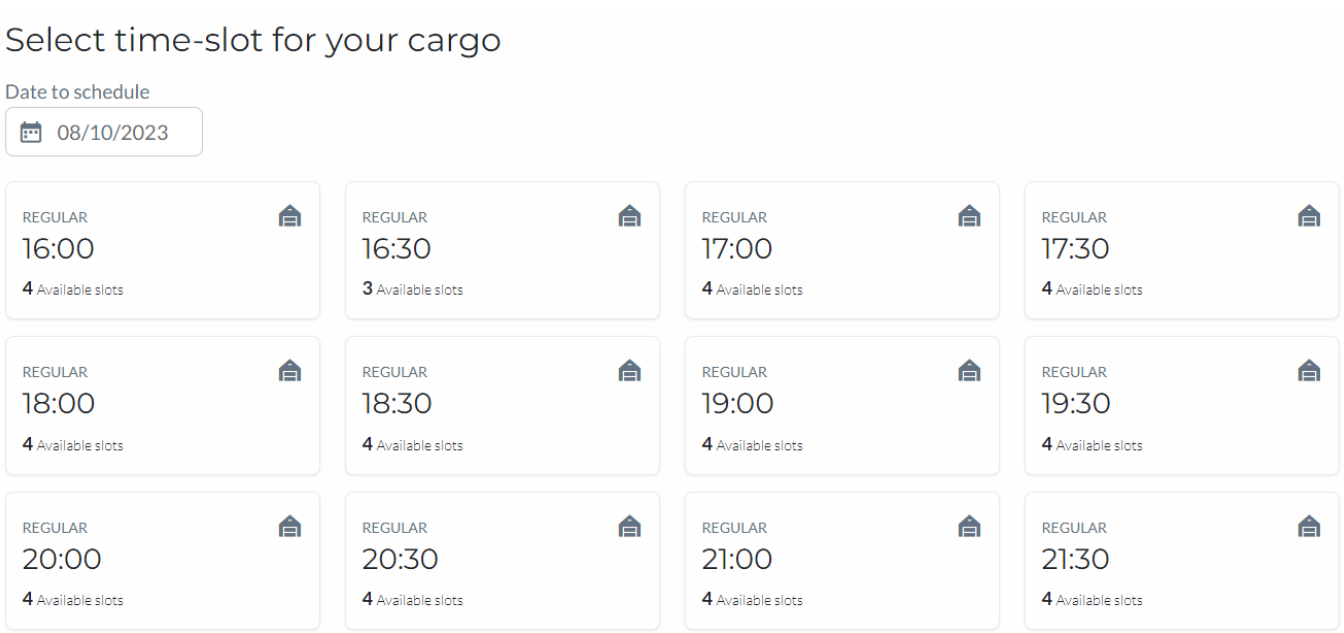
Let's add cargo information.

Please include: **Truck company, email(s) for receiving notifications, truck driver's information**

In the next screen, add the **MAWBs, HAWBs or the ULDs** being picked up. Then fill in the pieces, weight, HAWBs (if applicable) .

Upload required documents such as: **Proof of delivery (POD), Custom Clearance, proof of payment, other documents the facility may request**

*You can also leave notes.

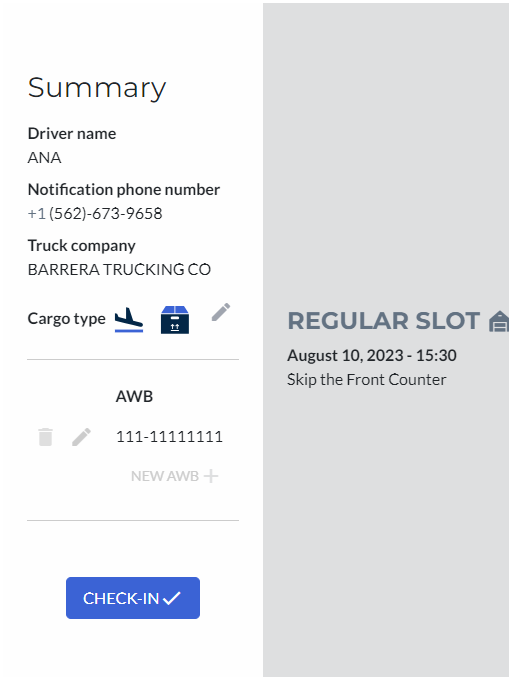


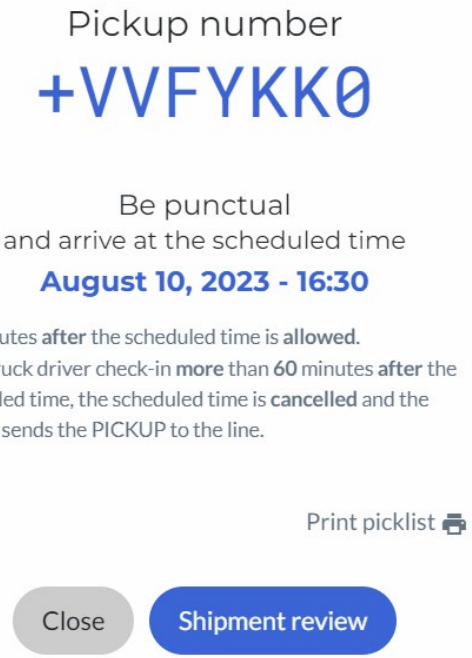
Pick a time slot.

Select the date and time-slot of when you would like to schedule your reservation.

Important! Each facility has their own rule set related to:

- **Reservation times**
- **Number of possible reservations per hour**
- **How many days in advance can a reservation be requested**



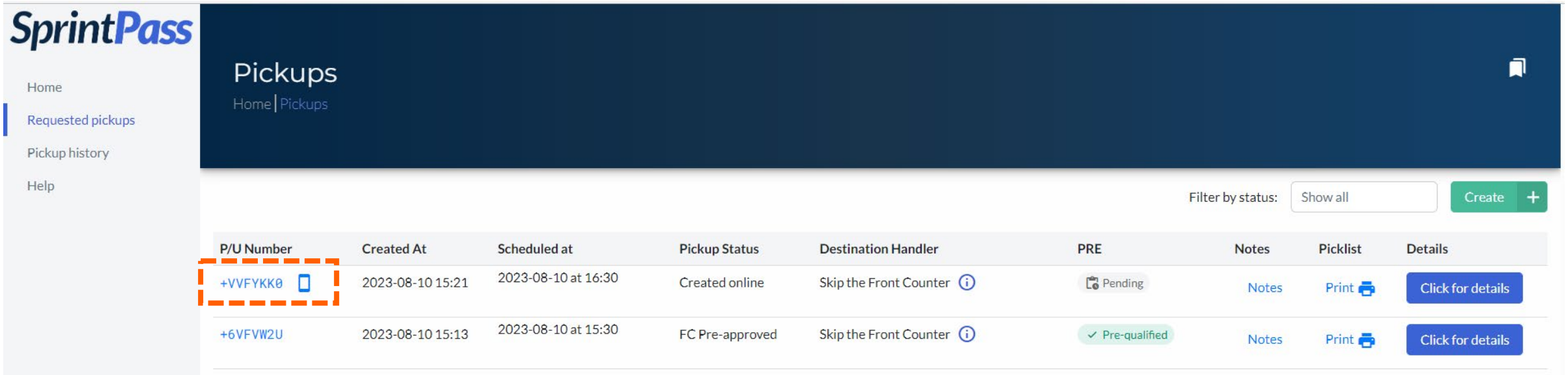


All good?

The reservation summary will pop up with all the information you entered.

Wish to change anything? Select the pencil icon in the summary details and modify information as needed; then save changes.

If everything is correct you can select the check-in button. A pickup number will be generated.

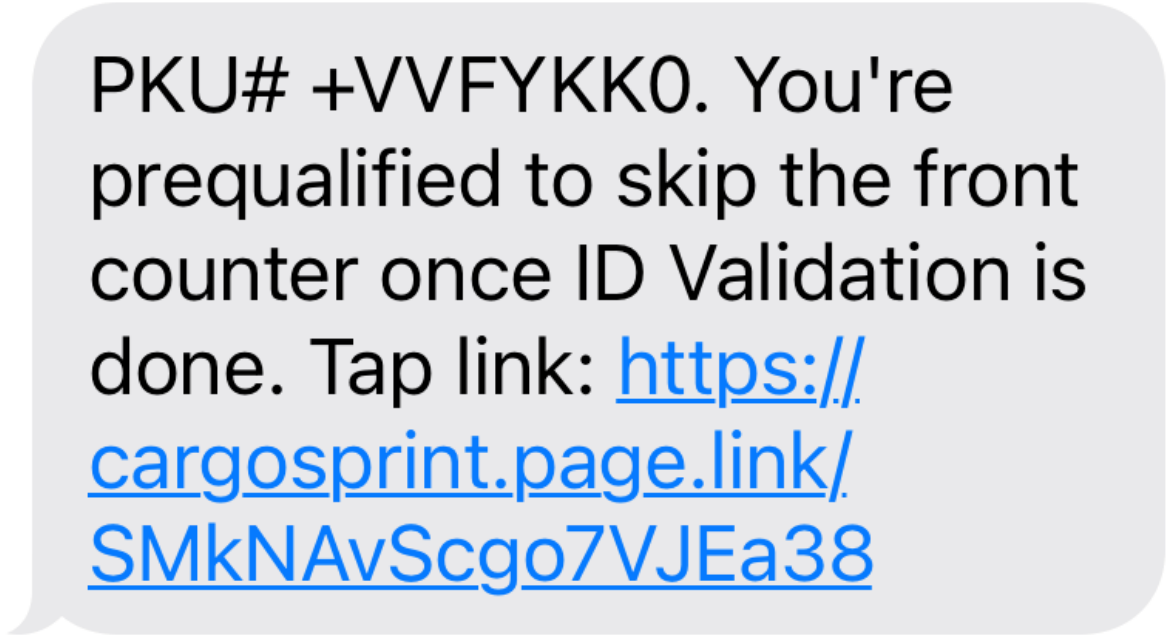


After making the reservation…

You will get an email confirming that your reservation is successful, and you are eligible to Skip the Front Counter.

Once you receive it, you must log into cargosprintpass.com and add the truck driver's phone number.

Phase 2- Using the SprintPass for Drivers App and Skipping the Front Counter

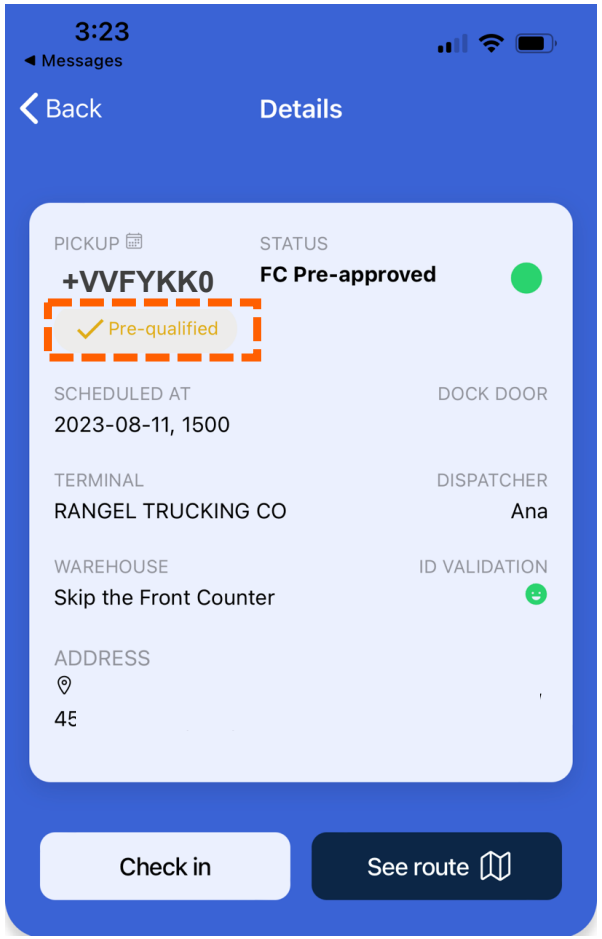


After the truck driver's cellphone number is provided, they will receive a text message with:

- The Pick-up Number (PKU).
- Link allowing them to **download the phone app and complete the ID validation.**

Important!

If driver does not download the SprintPass for Drivers app or use the ID validation, **they will be disqualified from Skipping the Front Counter.**

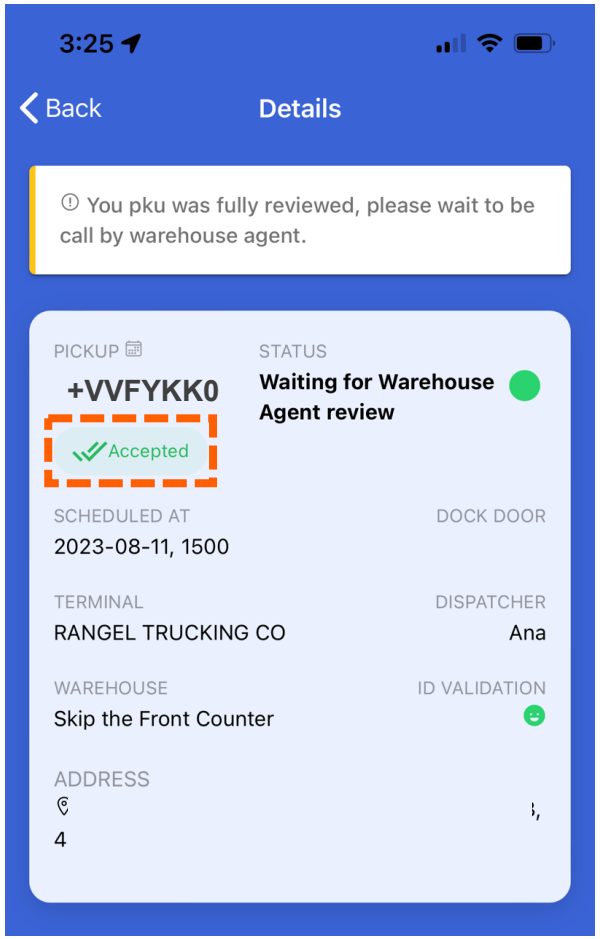


After downloading the app and following through ID validation, the driver will have the ability to review all the shipment details

They will proceed to **check-in remotely by geofencing**. and confirm

The system will ask “Are you sure you want to check-in?” click confirm button.

Once you complete the remote check-in the system will advise you that a **final check to deliver your cargo is being done** and to wait for to be called by a warehouse agent.



If in the app you see the word “Pre-qualified”, it means reservation is being reviewed but not completely approved to skip the front counter.

When the word changes to “Accepted”…x

Congratulations!

You are ready to Skip the Front Counter and go directly to the warehouse

Powered by cargosprint

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