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## Comment from SunEx Aviation


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### Comment

We appreciate this opportunity to participate in the SAS comments. It has been my company's experience that the FSDO does not utilize the SAS external portal effectively. We often have to call the FSDO for follow up to get the status of an application which takes several weeks to a few months. SAS does not generate an email to the operator whenever the status changes. The company has to log into the platform multiple times to find any concerns about the status of an application. The FSDO does not utilize for internal messages and feedback on SAS but prefers to use email for follow up. SAS requires the completion of a PASI for Part 135 pre-application but the FSDO requires the paper version which duplicates this process. The SAS external portal was easy to navigate for registration, but the company was unaware of a SAS internal portal that has to be approved by the FSDO. This miscommunication took five months to resolve with the SAS Help Desk that delayed our application.