

## Glossary: Organizational Structure & Operational Overview

Term	Acronym	Definition
Aftermarket Products		Products sold through the F&I department to purchasers of a new or used vehicle; includes insurance policies, service contracts, and warranty contracts.
Back End Operations		The fixed operations of the dealership, i.e., the body shop, service department, and parts department.
Business Office		Department of a dealership responsible for processing the dealership's sales and paperwork; also handles all other functions required to run the dealership on a day-to-day basis.
Certified Pre-Owned	CPO	Used vehicles that have been inspected, refurbished, and certified by a manufacturer and typically include an extended warranty and other added benefits.
Finance & Insurance	F&I	Department responsible for managing the financing for customers who lease or purchase a new or used vehicle.
Floor Plan		Debt incurred by the dealership to finance the purchase of vehicles.
Front End Operations		New and used vehicle sales departments; also referred to as "variable operations."
Multi-Franchise		A dealership / new vehicle sales department that may sell multiple lines of new vehicles.
New Vehicle Sales		Department of a dealership focused on the sale and lease of new vehicles purchased from the manufacturer.
Parts Department		Department of a dealership focused on purchasing the parts and accessories used in the service department or body shop; also sell parts directly to retail customers and to independent repair shops and other dealerships (wholesale).
Service Department		Department of a dealership responsible for completing routine maintenance and repairs on customers' vehicles; vehicles may have originally been purchased at the servicing dealership or from another dealership; also responsible for completing internal service work to prepare new and used vehicles for sale at the dealership
Service Loaner		Vehicle provided to a customer as a courtesy while repairs and maintenance are performed on the customer's car.
Single Franchise		A dealership / new vehicle sales department that may sell only one line of vehicles.
Sublet Repairs		Body work contracted for and performed by an independent repair shop.
Used Vehicle Sales		Department of a dealership focused on buying and selling previously owned vehicles; typically acquired through trade-ins or purchased at auctions; also referred to as "pre-owned."