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Highlighting the Contacts tree option will list all Billing and Site Contacts in the Active Pane. A Contact record may be opened for viewing by double-clicking on the Contact record in the Active Pane. User permissions are required for this option; if the User does not have the appropriate permissions, a Contact record may not be opened for editing or viewing. There are no right-click options for this customer tree option. Adding new Contacts is performed under the Bill To or Site area of the Customer Tree.