

01

Contacts Overview

Odoo 19 Enterprise • Contacts

The Contacts module is the central address book for all customers, vendors, partners, and individuals in Odoo. Every other module links back to a contact record.

1 What Contacts does

Contacts

Contacts stores and manages all people and companies your business interacts with. A contact record is the master file: it holds address, communication details, tags, relationships, and links to all related activities — invoices, opportunities, purchases, support tickets. You do not need to re-enter a company's details when creating an invoice — it pulls from the contact record automatically.

2 Companies vs individuals

Contacts have two types: Company and Individual. An individual can be linked to a company — they appear as a contact person of that company. When you select a company on an invoice, Odoo pulls the company address. When you select an individual, it pulls their address and prefills their company's payment terms and fiscal position. Create the company first, then create individuals linked to it.