Whitespace Platform

Release Notes v3.7.0

Author: Tim Dedopulos
Date: 10th July 2026

Headlines

The Whitespace Platform has a new and improved inbox page
Draft firm orders can be deleted
Exported declarations have enhanced facility breakdown tables
Labels have been enhanced for contracts and templates

Release Details

Introducing the New Inbox

The Whitespace Inbox, which lists users' contracts, has been substantially improved. This exciting redesign provides faster access to critical information and core tasks, making it easier to locate specific contracts, deal with new developments, and rapidly progress through the Platform to useful functions.

- Contracts are displayed chronologically by the time and date of the most recent update.
- 'List' mode shows contracts in a vertical list, while 'Grid' mode displays them in a classic slipcase-styled grid.
- Each contract's entry clearly shows its:
    - Name,
    - Current status,
    - Contract type,
    - Unique Reference,
    - User team it falls under,
    - Owner,
    - Inception date,
    - Applied labels, and
    - Outstanding action count.
- Contract entries include a 'pin' button that can be clicked to mark the contract as pinned (blue).
    - The Inbox can then be set to show pinned contracts before other contracts.
- By default, the Inbox shows populated contracts, but the 'Templates' button switches it to show templates instead.
- Convenient 'Contract Type' buttons let you switch between displaying facility agreements, programmes, and 'Risks', which covers all other types of contract.
- Users can choose whether the Inbox lists contracts that they are the owner of, or contracts that are owned by anyone on their team.
    - They may also select one or all of their teams to display contracts from.
    - Contracts that do not yet have an owner are shown in both views.
- The 'Search' box lets users search for a contract by either name or unique reference.
    - Search is matched from the start of the searched term, as usual.
- Opening the 'Filters' box provides quick access to a wide range of filters that can be used to precisely target required contracts.
    - The Inbox view categories and Template view have their own specific filter sets.
    - 'Contract Type', available when using the 'Risks' tab, can be either 'Open Market' or 'Declaration'.

- Each contract's 'Unique Reference' takes its value from the 'Broker Reference' and/or 'Policy Number' data tags or, if untagged, the text of the UNIQUE REFERENCE/UMR contract heading.

Deleting a Draft Firm Order

Any given contract can only have one version promoted to firm order. If the wrong contract version is advanced, this can create complications. This new functionality allows users to delete a firm order provided it has not yet been shown.

- It is now possible to delete an unshown (i.e. draft) firm order, reverting the contract to the previous stage.
    - Once the firm order has been shown to any other party, it can no longer be deleted.
- The same contract can subsequently be progressed to firm order again as necessary.

Exporting Enhanced Facility Breakdown Tables

When exporting a declaration with lines written by or for facility participants, the details of the participants' signed lines on the original facility agreement are included for reference in a facility breakdown table. To help eliminate time-consuming back-tracking, these facility breakdown tables have been enhanced with significant additional information.

- For each written line on the declaration, the breakdown table shows:
    - (Re)Insurer name,
    - Stamp description,
    - Any line conditions or subjectivities associated with the line,
    - Facility Signed Line %,
    - Written Declaration Line %,
    - Signed Declaration Line %,
    - The line's Reference, and
    - Risk Code/s.
- Breakdown tables also include appropriate general details:
    - The facility agreement's name and unique reference/UMR, set above the block of written lines,
    - Totals for the Facility Signed Lines, Written Declaration Lines, and Signed Declaration Lines, set below the block of written lines.
- If the declaration has been shown to multiple facilities, each one has its own breakdown table.

Highlighting Multi-Team Contracts and Templates

When a contract or template is accessible to multiple teams at the same organisation, it is important that users be able to easily see which of their teams the contract or template falls under.

- If a contract is available to a user under multiple of their teams, and the inbox is currently set to 'All Teams', displaying contracts from all the user's teams, then that contract clearly shows 'Multiple Teams' as its team name.
    - When displayed under 'Multiple Teams', the contract's current status is shown as its latest status across all of the user's teams.
- If the same contract is available to a user who only shares one team with the contract, or to a user who is filtering their inbox to a team that the contract is in, then the contract's 'Team' field shows that team's name.
    - When displayed under a single team, the contract's current status is shown as its status in that team.
- Contracts that belong to just one of a user's teams show that team's name and status as usual.
- Similarly, templates that are available under more than one of a user's teams show 'Multiple Teams' when the user has the inbox set to 'All Teams', or just the team's name when the inbox is filtered to that team.
- Templates available to users under just one of their teams always show that team's name.

Improved Labels

Labels attached to contracts and templates are now displayed in the inbox. To help users easily identify important contracts, it is now possible to quickly apply or remove labels, create new labels, and delete unused labels.

- Labels are shown at the top right of the inbox entry in list view, and in the bottom left in grid view.
- Labels are created, added, and removed from the contract or template's 'Settings' tab of the Overview screen.
- To add a label to the contract or template, click the 'Apply' button next to that label in the list of currently available labels for my organisation.
- To remove a label, click the 'x' at the right end of the label in the 'Settings' tab.
    - Removing a label from the last contract or template it is applied to deletes that label entirely. You can also click the red trashcan icon in the list of labels to remove the label from its last contract.

- Click the 'Create label' button to add a new label to the list and also apply it to the current contract or template. Two labels cannot have identical text.
- All contract labels are black text on a background of 'message alt blue' (hex code #E6EBFB).

Enhancements

- The 'Risk may be ready for signing' action is only shown either when the total of written lines reaches or exceeds 100% or the contract's inception date is passed.
    - Even in these cases, the action does not appear if the firm order has outstanding firm order requests, lines with conditions/subjectivities that have not been fully accepted, or 'No Cover Given' lines that have not yet been satisfied.
    - The action can be dismissed, and will not appear again until newly triggered.
- The Contract Library and Contract Builder now support programmes through several additions:
    - The section heading 'Programme Details'.
    - The tag category 'Programme Reference' for line items, which supports the 'Programme Reference' data tag.
    - Programmes and programme-specific line items can be imported.
    - Programmes created in the Platform can be converted to layout guides.
    - 'Programme' filters can be used when searching line items and layout guides.
    - The Contract Builder can create new programmes and programme templates in the Platform.
- Notification parties bound to an endorsement always received an email notification, but now they also receive an in-Platform notification.
- Renewals now correctly require Mandatory Tag Sets if that functionality is set as compulsory.
- When underwriters return a quoted contract which includes the 'Quote Details' information block at the top of the quote, the UTC time and date of the quote is included in the information block.
- The Stamp Assignments report which lists all stamps assigned to all users now includes a 'User Status' column so Admins can easily see if a user is set to 'Live', 'Draft', 'Read Only', or 'Suspended'.
- Endorsements to contracts that have been set to show participants a restricted range of stamps now populate the history screen with the appropriate stamp details.

Integration Changes

- When contract participants are changed via a Mid-Term Participant Change endorsement, the data identifying the new stamps is added to the `RWSignedLineSet` document to ensure full data coverage downstream.
- The `/api/summary` endpoints have revised parameters.
    - The `“name:SEARCHSTRING”` filter is now limited to 256 characters.
    - New parameters are: `“placementTypes”` (`FullContract`, `OffPlatform`), `“includeEmptyLabels”` (Boolean; include risks with no labels or not), `“inceptionDateFrom”`, `“inceptionDateTo”`, `“stampRefs”` (underwriters only, filter by stamp reference used), and `“channelPrefixes”` (filter by broker, carriers, or broking partners)
- The `/export/pdf/{riskID}` endpoint has a new parameter.
    - `“facilityStampExportFilter”` accepts `showAll` (exports table and all stamps), `showTablesOnly` (exports table only), or `showTablesAndAgreementPartyStamps` (exports table and stamps of the leader and agreement parties).
- The `/api/risks/{riskID}/getQuoteDetails` endpoint now includes an extra field in its response, `“quoteDated”`, giving the date and UTC time that the quote was sent.
- The `/api/risks/{riskID}/writeLine` endpoint now rejects payloads where followers' details include the `“yearOfAccount”` parameter.
- The blank `“subItems”` array located within the `“lineItems”` array of the JMRC is now optional for new risks. Integrators should be aware that it may be absent from heading definitions moving forwards.
- The Defined Data tag fields `Original Inception Date` and `Original Expiry Date` now undergo validation to ensure that the tag's values are in the format *DD Month YYYY* or *Month DD YYYY*.
- One new activity string has been added in this update:
    - `“Draft Firm Order Deleted”` – the broker has deleted an unshown firm draft, reverting the contract to its previous status.

Known Issues

- The facility breakdown table shown when exporting a declaration offers a summary of the relevant facility panel's participation in the declaration. It summarises the lines written via the declaration to that facility. Each entry in the table includes a description of that written line's main stamp, but leaves out any additional mirror stamps used on the line.
    - When displaying the Facility Signed Line percentage for each written line on the declaration, the table shows "N/A" (Not Applicable) if the line's main stamp is different to the main stamp that (re)insurer used on the facility agreement.
    - Additionally, the table's Total Facility Signed Line percentage does not include that line's value.
        - These apparent discrepancies in the summary information occur when a participant writes a line using a main stamp that was not their main stamp on the facility.
        - They also happen when a broker binds a (non-)notification party to a declaration using a stamp that was a mirror stamp in the facility agreement.
    - It is important to note that this issue only affects the advisory summary of participation that is shown in the facility breakdown table. It does not indicate any errors or absences in the contract or its underlying data, or in any way imply that a written line is invalid.
    - Mirror stamps put down on the declaration that are not main stamps on the original facility agreement are still fully listed with all the other stamps on the contract as usual.
- When a broker completes an endorsement, underwriters with the 'Notify' role receive an 'Actions Required' message on the Platform specifying 'Bound to Endorsement'. This action should be automatically removed when the underwriter views the endorsement but at the current time, automatic removal is failing. The action can be removed manually as usual by hovering over the message in the 'Actions' panel and clicking 'Dismiss'.
- The brokers' Inbox screen 'Broking Partners' drop-down filter is currently listing every broking organisation on the Platform. This makes it harder to find specific broking partners. Until this issue is resolved, please ensure you know the precise Platform name of the broking partner organisation you are looking for before filtering.

Resolved Issues

- When a Broker adds an underwriter to a contract using an MTPC, and selects which underwriters to notify when showing that MTPC, browser notifications are no longer incorrectly sent to every member of the team/s that the notified underwriters are part of.
- Tables are no longer being incorrectly split across multiple pages during PDF preview or export.
- When a stamp's description is more than 250 characters, the broker can now correctly see and, if required, select the 'Line to Stand' option for that line when signing the contract.
- Having previewed a stamp of category 'other' and then navigated away from and back to the Stamps panel in the Admin Portal, the previously previewed stamp is no longer incorrectly listed as having a blank stamp category rather than the correct 'other' category.
- Users no longer encounter an error when reshowing a withdrawn declaration to a shared facility.
- Having proposed a new written line percentage to an underwriter on a declaration contract, after the underwriter accepts the proposal, that new line percentage is now correctly displayed to the broker on the 'Show Firm Order' screen.
- When a broker shows a renewal contract to an underwriter who was not on the renewed contract, that underwriter is no longer able to incorrectly see the contract's version history.
- When a declaration has been shown to the same underwriter both as a participant of a facility panel and as the leader of an open market contract, once the contract has been signed, the underwriter can now successfully amend their Facility Line Reference using the 'Manage Stamps' action.
- When a contract has multiple subjectivities against it and two or more of those subjectivities have identical data elements (text, deadline, etc), accepting the subjectivity no longer sometimes causes an error.
- When an underwriter Admin adds a new authority registration to their organisation's account from the Organisation Details panel of the admin portal, clicking on a stamp to preview now correctly displays that stamp, rather than the stamp clicked the time before.
- Creating a line item via API now has validation to prevent the Reference field being longer than 20 characters.
- In the Contract Library, brokers can no longer filter the 'Group Names' field on an empty value.

- Users no longer encounter an error when removing two underwriters as part of an MTPC and replacing them with two different underwriters with the same line percentages.
- After completing a contract correction on a signed declaration, the archived version of the (uncorrected) signed declaration now correctly shows the signed declaration line percentage values rather than “N/A”.
- When vertical terms are created for a contract heading that is locked at the 'Template' level, the new vertical terms have always correctly been created as unlocked. Now, when a further vertical term is added after the first newly-created vertical term and the 'Create Vertical Terms' screen is then opened from one of the new, unlocked vertical terms, the original, locked contract heading no longer appears to be unlocked.
- When showing a declaration to a facility panel, the 'Suggest Stamp' box is now correctly in line with the 'Team Recipient' box.
- Exported endorsement agreements no longer always appear at the start of a new page regardless of the available space on the previous page.
- When a user writes a line using a mirror stamp with more than fifteen references, that stamp is now correctly displayed with all references when previewing and exporting the contract.
- When exporting a contract with vertical terms as a separate document, vertical terms assigned to (re)insurers whose names are identical for at least the first 20 characters are no longer being overwritten by whichever entry is processed last.
- In the Contract Library's 'Layout Guides' tab, filtering by selected group name is now correctly applied.
- When indicating stamps while quoting, Underwriters can no longer select inactive or not validated stamps.
- API calls to assign ownership of a newly created risk are no longer intermittently failing to complete if sent immediately.
- It is no longer possible to incorrectly add lower-case risk codes via the API.
- Having renewed a sectioned contract and navigated from the renewal back to the old signed renewed contract within the version history system, brokers can no longer attempt to add a new section to the old renewed contract. New sections could never be successfully added, but now the false option is no longer available.
- Formatting for table headers is now correctly displayed in PDF previews.
- When previewing a declaration contract that has both facility panel participants and open market participants, and which has stamp display set to show one underwriter's agreement per page, line separators between stamps are now being correctly added. This includes the double-line separator above the open market stamps.
- When exporting a contract to Microsoft Word, restarting the page numbering on just one contract section now correctly restarts the page numbers at the start of that section.
- When a specific stamp visibility option is set as mandatory in the Admin Portal, calling the API with a request to an underwriter to write a line using a different stamp visibility option now correctly returns an error.
- The experimental Knowledge Base search feature is now no longer incorrectly case sensitive.
- The quick view panel in the action menu no longer incorrectly displays the last update date instead of the inception date.
- Bold-formatted text is now displayed correctly when editing a line item in the Contract Library.
- When binding declarations, (non-)notify parties' lines are no longer incorrectly rounded down to four decimal places.
- When binding declarations, (non-)notify parties' lines are no longer incorrectly rounded down to match the number of decimal places used on the (re)insurer's line in the original facility agreement.
- When showing a previously withdrawn declaration that contains custom headings and ordering, the custom headings and ordering are no longer moved around or reset after showing.
- When adding new line items to the Contract Library from an existing template or contract, it is now clear in the UI when the 'Active' status has been selected.
- It is no longer possible to add a value for Year of Account for followers via the API. An error message to this effect is returned instead.
- When creating a new endorsement, the 'Effective From Date' field had no effect, and is no longer incorrectly being displayed.
- Unnecessary blank pages are no longer being inserted between facility agreements when exporting a declaration with each agreement set to display on one page.

- When viewing a contract's 'Risk Settings' tab, the Owner dropdown selection list now displays all the members of the teams shared by the user.
- When creating a template via JSON upload, the created date of the new template is now correctly set to the current time and date, rather than when the original JSON-exported Template was created.
- An inactive team can no longer be selected when creating a contract via the contract builder.
- 'Read Only' users can no longer incorrectly add or change data using certain API calls.
- When a contract heading has a table with a blank cell, and a tag is then added to the table, instead of incorrectly causing an error, a placeholder '???' entry is added in the blank cell.
- When one contract has been shared with an underwriter as a Request to Quote multiple times, and the underwriter has both accepted and declined at least one each of those quote requests, the option to withdraw other remaining/future outstanding Requests to Quote that the underwriter has not yet responded to remains available in the broker's blue drop-down 'Actions' menu, instead of being removed.
- When a Broker shows multiple layers from a programme, and one of the layers has already been shown to a contract lead, the lead underwriter label is now correctly aligned with other text in the 'Show Firm Order' screen.
- When exporting a declaration contract with both facility panel and open market participants, and the stamps set to show one agreement per page, the facility breakdown table is correctly shown before the facility panel lines and is no longer duplicated before the open market lines.
- When using the Broker to Broker system, after returning an unsectioned contract with written lines to the producing broker, both producing broker and placing broker can now correctly see full stamp details on exported copies of the returned contract.
- Contracts no longer incorrectly retain the 'Declaration' tag once all facility panels have been withdrawn from the participant list, making it possible to then record Off-Platform lines as usual.
- If a broker manually adds a 'Renewed' label to a contract that is then renewed, the system does not subsequently add a second auto-generated 'Renewed' label.
- When the broker withdraws a firm order declaration to a facility panel and then reshows it to the same panel with a different order percentage, notify and non-notify parties are now having their lines calculated using the new, correct order percentage rather than the old, incorrect percentage.
- When a user is selecting the owner of a shared template, the user may select potential owners from each list that they are a member of and that the template is shared with. Potential owners now correctly appear in the list separately for each of those teams that they are a member of.
- Changes have been made to authentication services to improve resilience and monitoring when new users are added.

Production Installation and Access Guide

Browser

The Whitespace Platform on Browser updates automatically. If you are already logged in at the time of the update, you will see a notice requiring you to refresh the page.

iOS App

The iOS app has been temporarily withdrawn whilst we redesign it. Watch for news of its exciting relaunch.