Functional requirements:

* The system shall validate a provider’s credentials and allow him/her to login.
* The system shall allow the provider to input the member number and it will check whether the member number is valid or invalid and whether the member’s status is active or suspended.
* The system shall allow the provider to input the service code and it will check whether the service code is valid or not.
* The system, upon request by a provider, shall generate a file called Provider Directory containing service codes, service names and fees.
* The system shall generate member and provider reports, and a summarized report of those reports, at midnight on every Friday. These reports are available to the manager upon request at any time.

Non-functional requirements:

* Performance: The system software should be fairly responsive.
* Availability: The system software should be available at all times, and even during the day, it should be in an interactive mode.
* Recoverability: The system software should be able to recover (commit and rollback) stored data in case of failure.
* Security: Since the system deals with sensitive information of members, providers and managers, the system should be secure enough to withstand any unauthorised attempts to access the system.
* Usability: The system software should be convenient enough to be used by both, tech-savvy and comparatively inexperienced consultants and managers.