

Rental Software Evaluation Scorecard

Vendor-neutral worksheet • 0–3 score • 1–3 weight • three consistent test orders

Vendor / product: _____

Date: _____

Workflow	Weight	Must-have	Score	Weighted	What to test	Evidence and notes
Inventory	3				Products, variants, quantities, exact units, SKUs, locations, and status	
Availability	3				Requested dates, reservations, active rentals, due-backs, maintenance, and turnaround	
Requests and orders	3				Staff entry, online intake, approval, reservation, cancellation, and notes	
Checkout and return	3				Assigned items, what left, due-back timing, inspection, and ready status	
Customers	2				Contacts, saved addresses, notes, active work, and rental history	
Storefront	1				Catalog, product details, dates, cart, checkout, pickup or delivery, and deposits	
Migration and control	2				Spreadsheet import, roles, exports, billing, and support	

Guardrail: set must-haves before testing. A must-have score below 2 needs deeper review or disqualification; a high total must not hide a failed requirement.

Weighted total: _____ / maximum: _____

Three test orders

Run the same scenarios for every vendor and keep evidence for each outcome.

1. Normal rental

Scenario

Create a repeat customer, reserve an item, check it out, and return it ready.

Pass condition

Customer history, order, item status, and future availability update without duplicate entry.

Outcome: **Pass / Partial / Fail**

Evidence / notes: _____

2. Conflict

Scenario

Create an overlapping request, then make the first item overdue or put the remaining unit into maintenance.

Pass condition

Staff can see why the request is unsafe and which inventory, if any, remains eligible.

Outcome: **Pass / Partial / Fail**

Evidence / notes: _____

3. Messy return

Scenario

Return an order with one damaged item or missing accessory and keep that unit unavailable.

Pass condition

The exception is recorded and the next reservation sees the unit as unavailable until it is ready.

Outcome: **Pass / Partial / Fail**

Evidence / notes: _____

Scoring guide and decision notes

Use evidence, not feature-list impressions.

0

Missing

The workflow cannot be completed.

1

Workaround

It requires a separate tool or repeated manual entry.

2

Usable

It works, but staff needs extra steps or explanation.

3

Clear

The workflow is complete and another staff member can understand it.

Decision rules

- Set must-have workflows before testing.
- A must-have score below 2 needs deeper review or disqualification.
- Keep evidence for every score and use the same scenarios for every vendor.
- A high total must not hide a failed requirement.

Neutral methodology: no vendor receives a preset score. Complete one copy per product, preserve the evidence, and compare the same workflows and orders.