During the first stage of the division process, when you should have subtracted 6x - x, you may have added 6x and x. This would have given you 7x + 12 left over for the next stage, when you should have had 5x + 12. Then on the second stage it appears that you correctly subtracted from the incorrect 7x + 12. Make sure that you distribute the minus sign when you get to the steps involving subtraction.