

# Resolving "Compare On Hand" Issues

## "Why were On Hand counts subtracted twice?"

It looks like you have synced the counts **in the middle of the order fulfillment process** (after verified on mobile, before fulfilled on Shopify).

### Here is the correct flow (if fulfilled after QC):

1. **Create** Shopify Order.
2. **Submit** order to QC.
3. **Verify(scan)** the order on mobile.
  - 3.1. **Go to** *Mobile app > Ship (correct location)*
  - 3.2. **Open** the created order
  - 3.3. **Go to** *Products* tab
  - 3.4. **Tap** *Verify*
  - 3.5. **Agree** to all pop-ups
4. **Fulfill** Shopify order.
  - 4.1. **Go to** [Shopify Orders](#)
  - 4.2. **Open** the order
  - 4.3. **Click** *Fulfill item*
  - 4.4. **Click** *Fulfill items*
5. **Sync** *Compare On Hand* counts.

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