

Why Aren't My PayPal Payment Transactions Appearing?



Introduction

You see money in **PayPal**, but nothing in **Sales** → **Transactions** on systeme.io —no contact update, no invoice, no course access. That almost always means **Instant Payment Notifications (IPN)** did not reach systeme.io correctly, or PayPal has not finished confirming the payment yet. This guide walks through the checks from [Why aren't my PayPal payment transactions appearing?](#) and the full [PayPal integration](#) setup.

How PayPal Should Sync to systeme.io

1. Customer pays on your funnel order form with PayPal enabled
2. PayPal processes the payment
3. PayPal sends an **IPN** to systeme.io's listener URL
4. systeme.io records the sale, updates CRM, grants access, and can trigger invoices

OAuth/API connection under **Settings** → **Payment gateways** lets checkout work; **IPN** is what keeps the *back office* in sync when notifications fire. If IPN

is wrong or never sent, checkout can still succeed in PayPal while [your account](#) stays empty.

Step 1: Verify IPN Settings in PayPal

When a customer pays and the sale does not appear, first confirm IPN in your **PayPal Business** account:

1. Log in to PayPal
2. Open **Account settings** (gear) → **Notifications** or legacy **IPN settings**
3. Click **Choose IPN settings** / update notification URL
4. **Notification URL:** <https://systeme.io/payment/webhook/listening-paypal>
5. **IPN messages: Receive IPN messages (Enabled)**
6. **Save**

If systeme.io still shows “*Don’t forget to configure IPN settings*” after connecting PayPal, this step is incomplete—complete IPN even if checkout seemed to work ([integrate PayPal](#)).

Step 2: Reconnect PayPal on systeme.io

After PayPal dashboard changes or API credential updates:

1. **Profile** → **Settings** → **Payment gateways**
2. **Remove** / disconnect PayPal → confirm
3. **Connect** again and sign in with the correct PayPal business account
4. Re-save IPN in PayPal if prompted
5. Enable **PayPal** on the funnel under **Funnel settings** ([activate Stripe or PayPal on funnel](#))

Step 3: Mandatory Order Form Fields

PayPal integration on systeme.io requires specific buyer fields on the order form. If any are missing, add them in the page editor—payments may not reconcile properly without:

- **Email**
- **First name**
- **Last name**

Edit your [order form / payment page](#) and ensure the payment block collects these fields.

Step 4: Allow Up to 72 Hours

Even with correct IPN, **PayPal may take up to 72 hours** to confirm some payments (eChecks, review holds, regional processing). Before assuming a broken integration:

- Check PayPal transaction status (completed vs pending)
- Wait for final **Completed** state when PayPal shows pending
- Re-check **Sales** → **Transactions** after status clears

Step 5: Manually Resend IPN (Webhook Missed)

Note: Occasionally PayPal **fails to send** the IPN to systeme.io. Your IPN settings can be perfect and the payment still won't show—this is a known PayPal delivery gap, not only a misconfiguration.

Fix for past payments: In PayPal, **manually resend IPN messages** for the specific transactions so systeme.io receives the notification and can:

- Register the transaction
- Generate customer invoices ([receive invoices automatically](#))
- Apply access rules tied to the sale

Use PayPal's documentation for viewing IPN history and resending notifications (IPN Operations in PayPal Developer docs). After resend, refresh Transactions and the customer record within a few minutes.

Other Causes to Rule Out

- **Wrong PayPal account** connected (personal vs business receiving the money)
- **PayPal disabled** on this funnel while Stripe was used—or buyer paid outside the order form
- **Currency / offer mismatch** on the order form offer
- **Test vs live**—sandbox payments never appear as live sales
- Customer paid but closed browser before return URL—IPN still should sync if IPN works

Quick Checklist

Symptom	Likely fix
Never had any PayPal sales	IPN URL + Enabled; reconnect gateway; funnel

Symptom	Likely fix
in SIO	PayPal on
Some sales missing, others OK	Resend IPN per missing payment in PayPal
Pending in PayPal only	Wait (up to 72h); IPN often fires on completion
“Configure IPN” banner	Complete Step 1 IPN URL exactly

[Contact systeme.io support](#) with PayPal transaction ID, buyer email, funnel URL, and confirmation that IPN is enabled.

Frequently Asked Questions

Is IPN required for PayPal checkout?

Checkout can work with API connection alone, but **reliable transaction sync and invoicing** depend on IPN—treat it as required for production funnels.

Should I use Zapier instead?

Optional for extra automations; fix native IPN first—most missing-transaction issues are IPN-related, not funnel logic.

Stripe works; PayPal does not?

Stripe uses OAuth webhooks automatically; PayPal needs the separate IPN URL—compare [Stripe connection](#) vs PayPal IPN.

Related Resources

- [Why aren't my PayPal payment transactions appearing?](#)
- [How to integrate PayPal with systeme.io](#)
- [How to activate payments by Stripe or PayPal](#)
- [What happens when a customer's subscription payment fails](#)

[systeme.io](#) — align PayPal IPN with your funnels so every payment shows in Sales.

Last updated: July 11, 2026 · Based on *Why aren't my PayPal payment transactions appearing?*